



## Complaints Policy

### Overview

We are committed to providing a great experience to all service users but acknowledge that on some occasions expectations may not be met. We encourage all managers, staff and the public to seek to resolve differences informally, by discussing them and seeking to reach agreement as to how they should be resolved. However, we recognise that there will be occasions when this informality will not work, and this policy provides guidance on our procedure to handle such occasions.

### Complaints Procedure

#### Stage 1

Where it has not been possible to resolve differences informally, complaints should be made in writing to the Quality Manager who will respond within 5 working days to acknowledge receipt of the complaint.

A thorough investigation of your complaint will be conducted as soon as possible. In some instances, this may take a few days and in other instances some weeks depending on the complexity of the matters being investigated, the extent of the material and information to be considered in relation to the complaint.

Where we anticipate our response being longer than 10 working days we will write to you further to advise of the delay and the anticipated timescales.

We may propose a meeting to discuss the substance of your complaint and any resolutions that we propose.

Once the investigation has been conducted we will confirm in writing our response.

#### Stage 2

Where you are not satisfied with the outcome of the stage 1 investigation you may submit an appeal in writing to the Director of Employer Services clearly setting out the grounds for your appeal. Your Appeal will be acknowledged within 5 working days of receipt.

We aim to complete the stage 2 investigation within 10 working days and will communicate the outcome to you. If a complaint is more complex it may take a number of weeks. Where we anticipate this to be the case we will write to you within 10 working days to advise you of the timescales for responding. We may also contact you to seek further clarification or information.



Once stage 2 has been concluded there are no further internal stages.

Individuals have the right to complain more than once if subsequent issues arise. However, if this becomes unreasonable and the repeated or additional complaints are to harass staff or prevent the company from pursuing its legitimate business they will be considered vexatious and we reserve the right to refuse to consider them.