



The Complaints Handling Procedure

FRONTLINE RESOLUTION

For issues that are straightforward and easily resolved, requiring little or no investigation. 'on-the-spot' apology, explanation, or other action to resolve the complaint quickly, in five working days or less, unless there are exceptional circumstances.

Complaints addressed by any member of staff or alternatively referred to the appropriate point for frontline resolution.

Complaint details, outcome and action taken recorded and used

INVESTIGATION

For issues that have not been resolved at the frontline or that are complex, serious or 'high risk'.

A definitive response provided within 20 working days. A thorough investigation of the points raised.

Responses signed off by senior management. Senior management have an active interest in complaints and use information gathered to improve services.

INDEPENDENT EXTERNAL REVIEW (SPSO or other)

For issues that have not been resolved within the company.

Complainants who remain dissatisfied after an investigation has been completed internally have the right to ask the Managing Director to review their case.

The Managing Director will assess whether there is evidence of service failure or maladministration not identified internally.

Note: For clarity, the term 'frontline resolution' refers to the first stage of the complaints process. It is not intended to reflect any job description within the company; rather it refers to the process which seeks to resolve complaints as soon as possible.



Complaints Handling Procedure (Flowchart)

