

## Complaints Process

If you feel dissatisfied with any aspect of our services, please call on **0203 962 4212**

**Stage One** The complaint will be formally acknowledged within 48 hours and will be logged to our customer feedback register. An acknowledgement will confirm who is dealing with the complaint and when you can expect a reply. A copy of this complaint's procedure will be attached.

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they should try to do so if possible and appropriate. If it has not already been resolved, an appropriate person will investigate and take appropriate action within 5 working days. We will then contact you with our findings and outcome and whether the complaint has been upheld or not; followed with an email confirming our position and your next steps if you remain unhappy. This will be done within 2 days of completing our investigation.

## **Escalation Process**

**Stage Two** If you feel that the problem has not been satisfactorily resolved at Stage One, you can request within 5 working days that the complaint is reviewed at Board level. At this stage, the complaint will be passed to our Operations Director. The request for Board level review will be acknowledged within 48 hours of receiving it. The acknowledgement will confirm who will deal with the case and when you can expect a reply. The Operations Director may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the case and speaking with the person who dealt with the complaint at Stage One. If the complaint relates to a specific person, they will be informed and given a further opportunity to respond. Stage 2 complaints will receive a definitive reply within 10 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given. The decision taken at this stage is final.

## **Continuous Improvement**

**Stage 3** We monitor and review the effectiveness of our complaints handling process to ensure that this continuously improves and learnings from complaints handling are carried through into the organisation.