

# Complaints Procedure



<b>Person completing this statement:</b>	Tony Rose	<b>Tel:</b>	0845 450 3375
<b>Date:</b>	01/07/2008	<b>Relevant to:</b>	All Staff

	Key steps	Detail
<b>1<sup>st</sup> Stage</b>		
1	First Contact	When a complaint is received it will be recorded in writing in the appropriate complaints file relating to the scheme by the member of staff receiving the complaint.
2	First Review	The appropriate Project /Scheme Manager will be given the file to review the complaint.
3	1 <sup>st</sup> Stage Resolution	The complaint will, in the first instance, be dealt with by the person receiving the complaint. It will if at all possible be resolved at this stage. The resolution of the complaint will be recorded in the complaints file.
<b>2<sup>nd</sup> Stage</b>		
4	Proposal for Resolution	If the complaint is not resolved at the first stage, it will be referred to the Scheme Project Manager. The Scheme Project Manager will assess the complaint and propose a course of action to resolve it to the customer in writing.
5	Referral to Director	If the customer does not accept the proposal, then they will be invited to complain in writing to the Director. All phone calls and other contacts will be recorded in the complaints file.
<b>3<sup>rd</sup> Stage</b>		
6	Second Review	Any written complaints from Stage 5 will be referred to the Director. The Director will investigate the complaint and require those members of staff involved to record in writing their actions in the complaints file.
7	Response	The Director will respond in writing to the complainant and endeavour to resolve it within the bounds of reasonableness. If the complaint persists then they will be advised to seek third party advice (e.g. Trading Standards, CABx).
8	Mediation	In extreme cases mediation will be offered to the complainant in an effort to resolve the dispute.
<b>Review</b>		
9	Complaints File	Scheme Project Managers will be responsible for the complaints files for their schemes.
10	Regular Review	The complaints file will be reviewed fortnightly at project meetings. A pro-active course of action to resolve the complaint will be agreed with the Relationships Manager.
11	Feedback	Complaints will be reviewed by the Relationships Manager and where changes in work practice and/or materials are identified these will be discussed with the appropriate Scheme Manager and implemented where agreed.