



NORWOOD UK

Complaints
Procedure Policy

COMPLAINTS PROCEDURE POLICY

It is the Company's policy to handle complaints as part of the overall strategy to satisfy the needs of people using our services. Any expression of dissatisfaction will be treated as a complaint and dealt with accordingly.

Complaints should be handled:

- Confidentially
- Fairly
- Promptly

Staff should endeavour to:

- Be courteous to the complainant
- Respond positively
- Offer constructive solutions

Formal written complaints should be:

- Recorded
- Acknowledged within 7 days
- Notified to Senior Management

The complaints procedure should be:

- Publicly displayed
- Monitored regularly
- Reviewed and evaluated periodically

Complaints Procedure

Any person dissatisfied with the Company should be encouraged to make this fact known at the point and time of their dissatisfaction to the persons directly involved.

The first person to be advised of the complaint should, if appropriate, endeavour to resolve the difficulty, ensuring that the Company policy and procedures are followed. If it is not appropriate for the member of staff to deal with the complaint, it should be referred as soon as possible to the appropriate Company Director.

Normally, the sequence of activities to be followed should be:

- 1 Complaint received
- 2 Entry made in complaints log* and complaint report* number assigned
- 3 Section 1 of complaint report completed
- 4 Complaint acknowledged
- 5 If necessary, complaint report passed to appropriate Company Manager
- 6 Facts ascertained and recorded on complaint report
- 7 Explanations / remedy proposed and recorded
- 8 Complainant kept informed
- 9 Outcome recorded on report
- 10 Report filed by Manager in departmental complaints file

** All formal complaints must be recorded in the complaints log and a complaint report completed by the member(s) of staff dealing with the complaint.*

Signed for and on behalf of the company

A handwritten signature in blue ink, appearing to read 'Jo Shuttlewood', written over a faint, illegible printed name.

Jo Shuttlewood – HR Director

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