



TEDCO Business Support Ltd Complaints Policy

Introduction

TEDCO Business Support Ltd is committed to providing an excellent service to all clients. One of the ways in which we can continue to improve the services that we provide is by listening and responding to the views of our clients and stakeholders and in particular responding positively to complaints, and by putting mistakes right.

Our Aim

We aim to resolve complaints quickly, fairly and effectively. We will ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and when appropriate confidentially;
- we will respond in the correct way – for example, with an explanation, or an apology or information on any action taken;
- we will learn from complaints and use them to improve the services that we offer;
- we review annually our complaints policy and procedures.

Definition

A complaint is any expression of dissatisfaction with our services, (whether justified or not) or with a member of staff that relates to our programmes and that requires a formal response.

Purpose

The complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Responsibility

The complainant will:

- raise their concerns promptly and directly with the person concerned and if their concerns cannot be resolved satisfactorily informally, then to follow the formal complaints procedure as detailed;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow us a reasonable amount of time to deal with the matter as detailed in the formal complaints procedure; recognise that some circumstances may be beyond our control.

We will:

- acknowledge the formal complaint in writing;
- respond within a stated period of time outlined in the complaints procedure;
- deal reasonably and sensitively with all complaints;
- take appropriate action if required;

Monitoring and Reporting

We will monitor complaints made and their resolution. All complaints received will be reported onto a Complaints Log.

Analysis of client complaints will help us to identify trends, risks and areas of excellence.

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that the complainant maintains confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

Principles of the Complaints Policy

- The complaints policy will be executed using a three stage system outlines in the following Complaints Procedure
- If at any time during the investigation of a complaint matters arise that warrant investigation under disciplinary proceedings, or through a criminal investigation, the complaints procedure will be suspended until those investigations are concluded. Similarly, the complaints procedure should be suspended if a complainant is actively seeking legal redress.

Review

This policy (and associated procedure) will be reviewed in line with the date indicated in the footer or more regularly if we identify any non-compliance or problem or in the light of emerging legislation or best practice that could impact on this policy.

Complaints Procedure



Stage 1: Complaint Reported

We will aim to resolve complaints informally within 2 working days of receiving a complaint.

Stage 2: Investigation

If informal resolution fails, we will contact the customer in writing within 3 working days, reviewing their complaint and what action they will take.

We will review the complaint, gather evidence and respond to the customer with the outcome of the investigation within 10 working days.

Stage 3: Review

Following investigation, if the customer is not satisfied, the Claims and Finance Manager will escalate the complaint to the Chief Executive and inform the customer of this within 3 working days. The Chief Executive will review the complaint. Reviews will be completed within 20 working days.