



Complaints Policy and Procedure

Policy Statement

Nova City promises the public that it will pursue actively any complaints received in connection with its services, staff conduct or organised activities.

This procedure sets out what will be done to make sure this happens.

Employees will take responsibility to own “problems and complaints” and deal with them through the complaints procedure. An important part of customer service is that whoever the customer happens to speak/or write to in the first instance must ensure that they are sympathetic and listen to the customers concerns with the aim of resolving the complaint at this first opportunity.

Dealing with complaints is the responsibility of everyone. Staff will be trained, where appropriate, in customer service skills and behaviours. This is to make sure the approach to customer service is consistent, of a high standard, and at all times is addressed with a “customer first” ethos.

Aims of the Policy/Procedure

To enable all employees to understand the importance of a speedy and effective response to a complaint from customers.

To ensure a consistent approach to all complaints.

To help identify recurring problem areas so that improvements can be made.

Responsibility

The Chief Executive is responsible for the development and monitoring of this policy and making sure all employees know and understand their responsibilities. He/she will also make sure that complaints are recorded, monitored and satisfactorily resolved and reported.

Definition

A complaint is any expression of dissatisfaction with a service or the organisation or its employees that needs a response.

Procedures

All complaints are logged and recorded by the employee who receives the complaint. This will show the following:

- Date and time of complaint
- Name of staff member completing the record
- Short description of complaint

- Action taken
- Outcomes

Complaints can be received by:

Letter

Email

Telephone

Face to face

The individual who logs the complaint is responsible for informing the Manager/s this has happened and making sure the information is accurate and logged as soon as possible.

This recording is vital in making sure the customer is not repeatedly asked for information again, should the complaint be escalated.

Outcomes are recorded when the complaint has been resolved to the satisfaction of the customer.

Timescales

The aim is to resolve all complaints as swiftly as possible. All complaints will be acknowledged via letter/email within 5 working days of receipt. Complainants will be advised in this communication of the complaints procedure and details of who they can speak to about it. This will be supplied at all stages.

Procedures

There are three stages to the complaints procedures:

Stage 1 Resolve at the first point of contact

All attempts should be made to resolve the complaint immediately by the person who receives the complaint, at this first point of contact. It is envisaged that the majority of complaints will be resolved at this stage.

If the customer decides they are not satisfied, or the member of staff is unable to resolve the issue, then the complaint moves to Stage Two.

The complaint must be documented at this stage

Stage 2 Line / Duty Manager

It is envisaged that all complaints should be resolved and dealt with satisfactorily from the viewpoint of the customer at this stage. The complaint will be reviewed by a Line Manager who will investigate and respond to the customer within 10 working days.

If the customer is not satisfied they have the right for their complaint to be dealt with by the Manager

Stage 3 Escalated Complaint to Directors

Complaints at this stage are considered to be very serious. The complaint is passed to the Chief Executive to deal with. He/she will investigate the complaint and after gathering all evidence will give an appropriate written response to the complainant within 5 working days. If this is not possible the customer will be kept updated regularly on progress whilst the complaint is being investigated.

It is the intention that all complaints will be resolved at this point.

Complaints about the Chief Executive

If the complaint is about the Chief Executive, customers will be invited to complain to the Chair of the Board of Directors. In these instances, it is the responsibility of the Board to resolve the issue. A representative from the Board will send the customer a full written response within two days of its meeting.

Complaints Form / Incident Sheet

<u>Date Of Complaint</u>	<u>Time of Complaint</u>
<u>Name of Person dealing with complaint:</u>	
<u>Description of the Complaint:</u>	
<u>Action Taken:</u>	
<u>Outcomes:</u>	
Staff Signature: Print name:	