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Complaints Procedure & Policy

1. GENERAL

The Customer Complaints Policy operated by Right 2 Write aims to offer a formal route for managing complaints by customers **which have not been remedied by informal means**.

The formal complaints procedure is not intended to take the place of informal methods of resolving complaints.

The majority of complaints will be resolved more successfully if taken seriously as close to the point of origin as possible, with the minimum of formality. The opportunity to find a successful resolution informally should be taken by complainants and those with responsibility for dealing with complaints, even if formal procedures have already begun.

2. SCOPE

2.1 The scope of complaints covered by this procedure is as follows:

- a. Any specific concern about the provision of a training programme, support service, administrative service or policy operated by Right 2 Write;
- b. Any specific concern about the activities of Right 2 Write, sub-contractors or staff whilst engaged in Right 2 Write business.

2.2 The procedure may therefore be followed in context of complaints made by:

- Members of the public with regard to the activities of Right 2 Write sub-contractors or staff
- Clients about support services
- Clients against specific members of staff
- Staff against clients

2.3 Such complaints might involve

- poor standards of service
- inefficiencies or errors in administrative systems or procedures
- quality of training
- delays in payment of invoices
- staff behaviour, including activities which may affect the good name and reputation of the Company

2.4 In dealing with complaints we will take account of our duty to promote equality and diversity.

3. PROCEDURE

3.1 The Complaints Officer (or their Deputy) for Right 2 Write will be responsible for handling complaints. All complaints will be resolved as soon as possible bearing in mind the nature of the environment of the Company.

3.2 The Complaints Officer (or their Deputy) may appoint a suitably senior member of the Management Team to consider the Complaint in the first instance.

3.3 The Complaints Officer (or their Deputy) or person appointed to deal with the complaint should:

- a. invite the complainant to complete a Complaint form. This will allow the complainant to declare, at the outset, the nature of the complaint
- b. an Acknowledgement of Complaint form will be sent within two working days to the complainant.
- c. copy the Complaint form to the complaints file.
- d. should the complaint be about a particular sub-contractor or member of staff then the complaints officer (or their deputy) will inform their line manager, the person against whom the complaint has been made where appropriate and the nature of the complaint. If the complaint is deemed to be of a Safeguarding nature then the Safeguarding procedures will be followed. Should the complaint be a serious financial irregularity then the Senior Management Team will be informed immediately and action taken as appropriate.
- e. The Complaints Officer (or their Deputy) or the person appointed will then investigate the complaint without delay and a resolution, resulting action or redress arising from the complaint should be identified on the complaint monitoring form (and approved by the Complaints Officer or their Deputy).
- f. after approval the manager will then provide formal and written redress to the complainant on the outcomes of the investigation within ten working days and direct them to the appeal procedure should they feel their complaints have not been addressed sufficiently or appropriately. They will be informed at this stage that should they not respond within five working days to the offered redress, it will be presumed that their complaint has been dealt with to their satisfaction.
- g. should the complainant not be satisfied with the outcome they may follow the appeal process should they so wish. (see procedure)
- h. all complaints will be subject to monitoring and review against the Company's auditing procedures on a bi-annually basis to ensure that any improvements required will be initiated. The bi-annual report together with recommendations for improvement will be presented to the Quality meeting and then in turn to the Senior Management Team for approval.

All complaints involving the performance or conduct of our staff will be recorded on a file note in the person's personnel file and may be included in any Grievance Procedures and/or as part of the discussions in the annual appraisal.

3a. APPEALS PROCEDURE

If the complainant is dissatisfied with the outcome offered by Right 2 Write to resolve the complaint, the complainant may appeal in writing to the Managing Director within five working days of the date in the letter received. The appeal must be in writing stating the grounds for appeal, and be dated.

The Managing Director will then consider the evidence and reply within five working days.

The decision of the Managing Director in dealing with the complaint is final.

4. QUALITY IMPROVEMENT OF COMPLAINTS PROCEDURES

4.1 All complaints to Right 2 Write will be treated equally and fairly and in the context of our Equal Opportunities Policy.

4.2 We will monitor and evaluate complaints and complaints procedure to ensure that there are no inconsistencies or incompatibilities between complaints on a six monthly basis.

4.3 The monitoring of data will be reviewed to determine that the procedure is effective and fair or if there are common causes of complaint or a need for review of specific procedures.

5. CONFIDENTIALITY AND DATA PROTECTION

5.1 In the majority of cases disclosure will be necessary in order to progress the complaint. Agreement to disclosure will be assumed unless the complainant specifies otherwise, using the complaints proforma.

5.2 Complainants should also be made aware that all formal complaints will be subject to monitoring and review in order to ensure that the procedures are operated fairly and consistently and to ensure that appropriate action is taken to eliminate common causes of concern.

5.3 The results of any monitoring and review will be presented in an anonymous form but in the light of Data Protection. Complainants will be asked to grant consent for the processing of their details for these purposes using the complaint proforma regardless of whether the initial complaint has been made via email, telephone or in writing.

6. THE COMPLAINTS PROCESS

1. The Customer has a complaint
2. The Customer completes a Complaint Form
3. The complaint is acknowledged by Right 2 Write within 2 working days.
4. The complaint is investigated by Right 2 Write and the complainant is advised of the finding within 10 working days
 - a. The complaint is resolved. Copies of all complaint documents are filed in the appropriate place.
 - b. The complaint is **not** resolved. An action plan is agreed within 5 working days.
5. The outcome of the complaint is relayed to all parties involved
6. The complainant lodges an appeal in writing which is investigated by the Managing Director.
7. The outcome of the appeal is relayed to the complainant within 5 working days.
8. Copies of all complaint, appeal and outcome documents are filed in the appropriate place.

7. HOW TO COMPLAIN

The Right 2 Write Complaints form is printed on the next page. Please complete those areas that help us understand what happened, who was involved, what you expect us to do about it and how we can get in touch with you. If you can't hand the form to a member of our staff alternative approaches are:

By post	Most staff can let you have a reply paid envelope. If that isn't possible please mail the form to: Right 2 Write Ltd Clitheroe Business Centre 105 Whalley Road Clitheroe Lancashire BB7 1HW
Other ways	You might want to discuss this information and consider other ways of telling us. You could get in touch by phone or email and ask for more help and advice. It might be possible for a member of staff to visit you and collect the details Call 01282 902817 or send an email to office@right2write.co.uk , Refer to the Customer Complaints Policy on our web site: www.right2write.co.uk



COMPLAINTS FORM

WHO:

Title:		First Name:		Last Name:	
Address:					
Telephone:					
Email address:					
Employer address:					

Nature of complaint; names of individuals involved; dates and times of incidents; names of witnesses; what action has been taken to date:

(If there is insufficient space here, please continue overleaf....)

HOW:

Please tick the method we should use to contact you:

Telephone Letter Email

We are required by the Data Protection Act 1998 to get your permission to process any information on this form. Please sign the declaration below:

I confirm the information on this form is correct to the best of my knowledge and agree to Right 2 Write processing any data on the form as required for this complaint.

Signed.....Date.....

Complaint details continuation sheet...

