

## Comments, Compliments and Complaints Policy

### 0161 Education CIC



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0161 Education helps children and young people shift their mindset to make positive choices for themselves and those around them. We care about the individual. We commit to each programme. We provide change.

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#### 1. Policy Purpose

0161 Education CIC is fully committed to the providing of a an excellent standard of service delivery to all of our customers, both internal and external. To ensure that their experience of our organisation is a high one and to continually improve our work the policy below outlines a thorough response if our service does not meet the expectations or requirements of our customer. To be initiated with decisions and clear actions to prevent any re-occurrence.

This Policy and Procedure has been established to ensure that all customer comments, compliments and complaints are reported to a central point, monitored and recorded in a standard format and that all complaints if necessary will be investigated by the Director who is responsible for closely monitoring and reviewing all complaints thoroughly to ensure a satisfactory conclusion is achieved.

#### 2. Our Commitments

0161 Education believes that if a customer wishes to make a comment, compliment or register a complaint they should find it easy to do so. It is our policy to welcome comments, compliments and complaints and looks upon them as an opportunity to learn, adapt, improve and provide better services. This policy is our commitment to ensure that comments, compliments and complaints are acknowledged, dealt with properly and are taken seriously.

0161 Education believes that failure to listen to or acknowledge complaints will lead to an escalation of problems, customer dissatisfaction and possible litigation. 0161 Education supports the concept that complaints, if dealt with early, openly and honestly can be sorted between the complainant and the organisation.

We will commit to ensure:

- Customers and their representatives are aware of how to make comments, compliments and complaints and that the organisation provides easy to use opportunities for them to register these.
- The Director is responsible for the administration of the Procedure.
- Every written complaint is acknowledged within 48 hours of receipt of the complaint and the investigation commenced within 5 working days.
- All complaints are responded to in writing by the Director
- Comments and complaints are dealt with promptly, fairly and sensitively with due regard to the worry and upset that they can cause to both staff and customers.
- All complaints are monitored on a quarterly basis and trends are analysed to identify areas for service improvement

### **3. Customer Comments**

Definition of a comment: *a remark, observation or criticism that may require immediate action but does not require a full investigation.*

If customers wish to lay out any of their thoughts on what we could do better. The Director records the details of all comments received to a central Register and then pass them on to the Board so that they can look at how improvements can be made going forward.

### **4. Customer Compliments**

Let us know when we are getting things right.

If the compliment is about an individual staff member they are then informed in writing by the Line Manager and a copy of the compliment and letter is stored in their Personnel File.

Any compliment given by a customer will be recorded and passed onto the board to ensure continuous good practice.

Compliments can help us share good practice and improve services.

## 5. Complaint Reporting

Definition of a Complaint: *An expression of dissatisfaction, whether verbal or written, and whether justified or not and which requires further investigation*

- If you *verbally* receive a formal complaint, complete the relevant form and forward it to the Director along with any supporting documentation.
- If you receive a complaint through *email or letter*, please email the Director to inform of the complaint and send the original documents in internal mail.
- Please report the complaint by email the day you receive it and forward any documentation by internal mail the same working day too.
- All formal complaints should be forwarded to the Director in this way.
- As a minimum (and if available) the email details should include:
  - Date of Complaint
  - Name, Address, Email address and telephone number of the complainant
  - Name of staff member who is reporting the complaint
  - Brief overview of the nature of the complaint
  - The form if the complaint is received verbally should be completed fully with a full description of the complaint

## 6. Complaint Handling and Control

- On receipt of the email and any supporting documentation the Director will review and complete appropriate sections of the form (if relevant) and then update the Complaints Register. The Complaints Register details:
  - Date of complaint
  - Area within site where complaint/issue occurred
  - Type of complaint
  - Name of complainant and contact details
- Within the next working day of notification of the complaint the Director will review the complaint and if necessary discuss with the Board of Directors and will appoint someone to investigate the complaint fully and impartially.
- An acknowledgement letter will be sent out within 48hours from the Director to the complainant acknowledging receipt of their complaint and informing them that an investigation (if relevant) will be carried out.
- If the complaint can be answered without further investigation the Director will respond to the complainant having discussed the issue (if necessary with the Board of Directors).
- The outcome of the investigation or response is logged on the Complaints Register and the complaint is closed after 7 days if no further correspondence is received.

## **7. Unresolved Complaints**

- If, at any time the complainant is unhappy with an investigation of the complaint or the response, the complaint shall be referred to the Director in the first instance.
- In the event that the complainant is still unhappy, the complaint will be passed directly to the Chair of the Board for further investigation and review. The Chair of the Board acts as the final arbiter for any complaints received.
- All correspondence shall be attached to the original complaint and filed by the Director.

## **8. Overview of complaints**

- All customer complaints are subject to trend analysis and shall be measured by the Director on a quarterly basis and reported to the Board of Directors.

## Appendix A

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#### Customer Complaints Procedures Flowchart

