

## Complaints Handling Policy

I am committed to providing a high-quality service. I hope that you will experience this for yourself, however if I am not getting this right then please do let me know.

I will listen to your complaints, treat them seriously, and learn from them so that I can improve my service.

You may wish to give me feedback about a concern or issue, but not wish to label it as a 'formal complaint'. If this is the case, please speak to me about the matter and decide at the end of that conversation whether you wish to follow a formal complaint procedure. Should you agree that you are satisfied with the response and that you do not wish further action to be taken, I will record it in an email to you.

### Formal complaints procedure

If you wish to make a formal complaint, please get in touch with me.

#### *What will happen next?*

- I will ensure that your complaint is registered in writing.
- I will send you a written acknowledgement of receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- I will then investigate your complaint, giving it careful attention.
- Within 14 days, I will invite you to an informal meeting to discuss and hopefully resolve your complaint.
- Within three days of the meeting, I will write to you to confirm what took place and any solutions agreed with you.
- If you do not want a meeting or it is not possible, I will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- At this stage, if you are still not satisfied, you should contact me again and I will re-examine your complaint in further detail. Here, I commit to keeping an open mind and carrying out a fair investigation, seeking additional perspectives from a neutral advisor if necessary.
- The investigation will include interviewing witnesses, if appropriate, and keeping a trail of documentation.
- I will review my policies and take action to rectify shortcomings should this be necessary as a result.

You can expect to be treated with courtesy, respect and fairness at all times.

If you have any questions about this policy, please do get in touch.