

Complaints Policy

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Introduction

Our organisation is committed to providing high-quality services and ensuring that complaints are handled fairly, promptly, and transparently. This policy outlines a two-step process for handling complaints: an initial informal process followed by a formal process if necessary.

Purpose

This policy aims to:

- Ensure complaints are handled in a consistent, systematic, and timely manner.
- Promote a culture of openness and accountability.
- Use feedback to improve our services and processes

Scope

This policy applies to all complaints received about our services, staff, or the handling of personal data.

Definition of a complaint

A complaint is any expression of dissatisfaction about our service, actions, or lack of action by the organisation, its staff, or others acting on our behalf.

Informal Complaints Process

5.1 How to make an Informal complaint

- Complaints should initially be raised informally, either verbally or in writing, with the staff member concerned or their immediate supervisor.
- The informal complaint will be acknowledged within 24 hours (working day) of receipt.

5.2 Resolution

- The aim is to resolve the complaint quickly and informally, usually within 10 working days.
- The staff member handling the complaint will discuss the issue with the complainant and any relevant parties to seek a mutually satisfactory resolution.
- If resolved, the details and outcome will be documented and communicated to the complainant, and no further action will be required.

6. Formal Complaints Process

6.1 How to make a formal complaint

Complaints should be made to complaints@rsg.ltd. The minimum information required to initiate a formal complaint is set out in appendix A.

6.2 Escalation to formal Process

- If the complaint is not resolved informally or the complainant is not satisfied with the outcome, the complaint can be escalated to a formal process.
- The complainant should submit a formal complaint in writing, providing all information set out in appendix A.

6.3 Receipt and Acknowledgement

- The formal complaint will be acknowledged within 5 working days of receipt, including the expected timeframe for resolution and contact details of the person handling it.

6.4 Investigation

- The formal complaint will be investigated thoroughly, impartially, and with respect for confidentiality.
- The investigation will involve gathering relevant information and may include interviews with staff or other parties involved.

6.5 Resolution

- A decision will be communicated to the complainant within 20 working days of receipt of the formal complaint.
- If the complaint cannot be resolved within this timeframe, the complainant will be informed of the delay and the reason for it.
- The response will include the outcome of the investigation, any actions taken, and information on how to appeal the decision if dissatisfied.

7. Appeals

If a complainant is dissatisfied with the resolution of the formal complaint, they can appeal the decision within 10 working days of receipt of the decision. The appeal will be reviewed by a senior member of staff not involved in the initial investigation.

The appeal will be responded to within 20 working days.

If the complainant remains dissatisfied, the appeal can be escalated to the Senior Management Team at SMT@rsg.ltd within 10 working days of the initial appeal decision.

SMT will provide a final decision on behalf of RSG within 10 working days.

8. Recording and Monitoring

- All complaints and their outcomes will be documented and recorded.
- Regular reviews of complaints will be conducted to identify trends and areas for improvement.

9. Confidentiality

All complaints will be handled in strict confidence and in accordance with data protection laws.

10. Review of policy

This policy will be reviewed annually and updated as necessary to ensure its continued relevance and effectiveness.

11. Contact Information

For any questions regarding this policy, please contact: compliance@rsg.ltd

Appendix A: Complaints Email Template

When making a formal complaint, the minimum information that should be provided is as follows. Absence of any of these details will prevent the initiation of the formal complaints process and timescales.

1. Personal Information

- Name:
- Address:
- Phone Number:
- Email Address:

2. Details of Complaint

- Date of Incident:
- Description of Complaint:

3. Desired Outcome

- What would you like to see as a result of your complaint?

4. Sign off

- Name:
- Date:

Formal Sign Off

This Policy has been formally reviewed and signed off by senior management:

A handwritten signature in black ink, appearing to read 'M. Jerrold', written over a light blue horizontal line.

Martin Jerrold
Managing Director
Red Snapper Group

End.