

Complaint Procedure

Points of call for Centre complaints

1. Department Manager - Minor complaints
2. Centre Manager – Escalated complaints
3. Centre Director - 2nd point of contact for Escalated complaints

Initial Contact

A personal approach is to be taken with the customer & they must be contacted back as priority within a 2 -3-day timeframe. Phone or face to face contact is preferable to email/written contact.

Gaining feedback

Listen to the customer to gain their feedback/thoughts and the facts.

Reassure the customer the complaint will be taken seriously and will be dealt with in a sensitive & confidential manner.

Investigation

Advise the customer the complaint will be looked into & a detailed investigation will take place. The investigation time frame & customer contact time is 5 working days.

Complaint resolution

After the complaint is fully investigated, the investigation findings will be reported back to the customer. If the customer is not satisfied with the results advise further investigation can take place & this will commence with a further time frame of 5 working days.

Complaint actions

Retraining/further measures /procedures will be reviewed & put into place to prevent a similar complaint happening in the future. All details of the complaint will be recorded accurately in accordance with the data protection act.