



Complaints policy and procedure

Written by: Owen Twidale
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Approved by: Lloyd Twidale
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Introduction

1. SavvyWise Group welcomes feedback from staff and customers as it can provide useful information and insight which helps us improve our services and culture
2. Complaints regarding our service, performance and approach will be taken seriously and a thorough review will take place to correct mistakes. As an organisation, we believe in 'getting things right' and when this is not achieved, 'putting things right'

Aims and general principles

3. This document applies to services that are provided by SavvyWise Group or anyone providing services on behalf SavvyWise Group
4. We register all of our complaints against a number of defined categories. These categories are:
 - a. Timescales
 - b. Staff attitude
 - c. Quality of service
 - d. Procedures and processes
 - e. Lack of communication
 - f. Delay in service
 - g. Data protection
5. We do recognise that in addition to this, there may be appeals against assessment decisions. The process for these decisions is outlined in our assessment appeals procedure

Policy contents

Feedback

6. Customers may wish to provide feedback in the form of a comment, suggestion or compliment - all of which can be used to share good practice, aid learning and service improvement
7. Any feedback received will be logged and shared with teams and staff, to ensure that feedback is used to shape any review of services, policies and procedures
8. Where appropriate, SavvyWise Group will collect feedback from customers following delivery of a service with specific questions to focus service improvement discussions

Complaints

9. SavvyWise Group's aim is that all issues are dealt with at the first point of contact. Therefore when a complaint is made, staff will work with customers to seek a positive resolution and offer an apology where we have got things wrong
10. Complaints will be accepted in any format to ensure accessibility for all customers. This can include telephone, email, online, in writing or in person

Process

Stage one

11. The person taking the complaint should always try and resolve the matter at the first point of contact. If this is not possible, the complaint should be logged in the Complaint tracker for investigation and notify the Director of Resources
12. On receipt of the complaint, the customer will be advised in writing of the timescale of the complaints procedure and who the complaint has been referred to for investigation
13. Following receipt of the complaints, the Director of Resources will carry out a full investigation to decide on any action required and ensure this is carried out. A response should be provided within five working days
14. If the complaint cannot be fully investigated and responded to within this timescale, the Director of Resources will inform the customer explaining the reason for the delay and when they will be able to provide a response
15. The decision letter will include:
 - a. An acknowledge of the nature of the complaint
 - b. The investigation actions taken
 - c. The decision reached and why, including an apology where we have found the we have not done something
 - d. The steps planned or already taken to resolve the complaint if we have done something wrong
 - e. Timescales involved where action are yet to be carried out
 - f. What action should be taken if the complainant feels the complaint is still not resolved

Stage two

16. If the complainant feels that the complaint has not been resolved, they will have the right to appeal. The appeal will be referred to the Managing Director

17. On receipt of the appeal, the reason will be established and logged on the complaint tracker and the Managing Director will be notified
18. Receipt of the appeal will be acknowledged in writing, detailing the timescale for review and who the complaint has been referred to
19. The Managing Director will liaise with the Director of Resources to review the decision reached and carry out any further investigations required
20. The Managing Director will respond in writing to the complainant within 10 working days
21. If the appeal cannot be fully investigated and responded to within this timescale, the Managing Director will inform the customer of the reason for the delay and when they will be able to provide a response
22. The Managing Director will:
 - a. Review the actions and investigation finding from the stage one review
 - b. Review the decision made by the Director of Resources
 - c. Decide whether or not the original decision was correct and not the reasons for the decision
 - d. Decide what further actions, if necessary, are to be take to resolve the matter if the review overturns the decision
23. The appeal will be responded to fully in writing and include:
 - a. Acknowledgement of the appeal
 - b. The finding of the review
 - c. Whether the original decision has been found to be correct or not
 - d. If the decision has been overturned the steps taken or planned to be taken to resolve the complaint, including timescales where actions are yet to be carried out
24. This is the final stage in the complaints process
25. Should the customer remain unhappy, they have the right to complain to any external agency related to their complaint category. This will be managed with due regard to the respective process involved