



COMPLAINTS POLICY

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1. INTRODUCTION

The Complaints Policy sets out the different stages involved in the general management of a complaint within Triage Central Limited (Triage).

This Policy is provided in accordance with the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

Please note that whilst the majority of complaints can generally be dealt with within our complaint handling procedures, this is not the case for all contracts. Within some contracts, the contractors require complaints to be referred to them at an early stage and ahead of the completion of the Triage complaints procedures. Where this is the case, this will be made known to the individual making a complaint.

Triage is committed to providing a high level of service to its customers and any other persons who are in receipt of services provided by Triage. If our customers (clients, participants and service users) or any other party does not receive satisfaction from us, we need to create an environment where they can tell us about it. This will help us to improve our standards.

Complaint Handling Procedures with guidance are provided for staff to ensure the effective implementation of this Policy.

2. AIM

The complaints policy seeks to create a positive approach to complaints as well as providing robust governance arrangements. Complaints are valued as a means to continuously review and improve the services offered by Triage.

3. OBJECTIVES

- ❑ To provide an effective means for customer's, their representatives or other persons in receipt of services provided by Triage, to complain if they are dissatisfied in any way with the service they receive.
- ❑ To ensure complaints are dealt with in a courteous and efficient manner and are resolved without avoidable delay.
- ❑ To obtain information about our customer's perceptions about Triage's services to inform future policy and service planning.
- ❑ To maintain records of complaints made so that regular reviews and action plans, if required, can be produced.

4. DEFINITION OF A COMPLAINT

A complaint can be defined as being an expression of dissatisfaction or grievance made to staff by a customer or member of the public in relation to our business. This can be made either orally or in writing.

5. LINKED ASSOCIATED DOCUMENTS

Complaints Handling Procedures
Managing Conflict within the Workplace Policy and Strategy
Unacceptable Behaviour (Complainers) Policy

6. OUR APPROACH TO MANAGING COMPLAINTS

All customers are made aware of the Company or Contractor complaint handling policy rights at their first interview with Triage or at their induction. Staff will check customer satisfaction at each interview. If a customer has problems or concerns, Triage will seek a resolution before escalation into a more serious situation. Any query or grievance can be raised informally with staff and an explanation sought. In the event this does not resolve the concern, a customer may wish to make a complaint which will be addressed initially within the four-stage complaints procedure in place or may be referred to the Contractor in accordance with their guidelines.

THE FOUR STAGE PROCEDURE

The Triage complaints procedure has four stages. These are:

Stage 1

- (i) A customer who wishes to make a complaint may do so verbally or in writing indicating the nature of the complaint to their Advisor/Trainer where an explanation may resolve the matter for them.
- (ii) If unresolved and/or considered to be sufficiently serious in nature, the complaint should be progressed as a formal complaint to Stage 2. A Triage complaint recording form will be made available to the customer who will be offered help to complete it. In any event, a written complaint will be dealt with by the Contract Manager (Stage 2).

If a complaint is about their adviser, the customer should make their initial complaint to the Contract Manager.

Stage 2

A written complaint (letter, electronic or fax format) or a Triage Complaint Form completed by the customer will be forwarded to the relevant Contract Manager, who must seek to resolve the grievance.

An acknowledgement will be provided within 3 working days of receipt and a response provided within 10 working days. If unresolved and/or considered to be sufficiently serious in nature, the complaint should be progressed without delay to Stage 3.

Stage 3

In the event a written complaint is received direct by the Operations Director and it appears to be of a minor nature, the complaint will be referred to the appropriate Contract Manager for their attention within Stage 2 and the customer advised accordingly by letter within 3 working days.

When a complaint is referred to the Operations Director having already been considered within Stages 1 and 2 and it remains unresolved, then the Operations Director will consider the facts and information available. This may require further investigation, seeking a meeting with the customer and followed with a written outcome of agreed resolution actions.

The Operations Director will aim to complete all enquiries and respond within 20 working days from the date of acknowledgement. If unable to do so within this deadline, the customer will be advised in writing along with an anticipated response date. Further updates will be provided in writing every 10 working days until the investigation is completed.

The customer will be advised that if they remain dissatisfied with the complaint outcome, then they may write direct to the Managing Director seeking a review within 20 working days of their being sent the final response setting out their areas of dissatisfaction and resolution sought.

Stage 4

The Managing Director will acknowledge a request to review a complaint within 3 working days and will aim to complete the review and respond within 20 working days of the date of acknowledgement. If unable to do so within this deadline, the customer will be advised of this in writing along with an anticipated response date. Further updates will be provided in writing every 10 working days until the investigation is completed.

The customer will be advised that this is the last stage of the Triage complaints procedure and, should they still feel dissatisfied with the outcome, then they have the right to refer their complaint to the relevant Contractor/Partner, or appropriate Awarding Body, or the Independent Case Examiner (ICE) for DWP Dynamic Purchasing System Contracts only.

The relevant external contact details will be provided in writing to customers at this stage.

7. PERSISTENT OR UNREASONABLE ACTIONS BY COMPLAINERS

Whilst this policy will support the effective management and handling of the vast majority of complaints, there may be occasions where complainants refuse to accept closure and continue to communicate with the Company beyond the terms of this policy. A separate policy and operational procedure, (Unacceptable Behaviour (Complainer) Policy and Procedure), has been developed to help manage this situation and support Directors.

8. MONITORING, EVALUATING AND REPORTING

The management of complaints will be monitored by the Operations Director and an overview of complaints received will be reported at quarterly Board Meetings. The reports will contain a summary of any service issues and action taken to resolve these as a result of the complaints received.

9. RECORD KEEPING

All complaint records will be retained for no longer than is necessary and within the terms of individual Contract requirements.

10. REVIEW

It will be the responsibility of the Operations Director to monitor and review all complaints. The Operations Director will also assess the outcomes of the complaints to determine whether any changes in policies, procedures and working practices are appropriate.

This policy will be reviewed by the Managing Director on an annual basis to assess its effectiveness.