

Social Enterprise Kent CIC

COMPLAINTS AND COMPLIMENTS POLICY

Aim

The aim of this policy is to ensure that complaints are treated as a means of addressing problems and as an opportunity to improve the quality of our services. You should feel confident in the knowledge that the complaints or concerns raised will be dealt with promptly, efficiently and openly, in a fair manner and that the complaints procedure is effectively implemented and consistently applied.

SEK also aims to learn from all complaints and compliments, and ensures that this is reflected in its Improvement Plans.

Policy Statement

SEK seeks to resolve all complaints about its services in an effective and timely manner by working with individual complainants to find a resolution. SEK endeavours to resolve complaints more effectively by responding personally, positively and promptly.

We will deal with complaints in a fair and transparent way, treating those who make them with courtesy and respect

To ensure equality of access to the complaints procedures the provision of advocacy and/or interpretative support will be provided for complainants in line with their individual requirements. SEK welcomes the opportunity to learn and continuously improve our services.

Duty of Candour

SEK aims for its complaint process to empower the complainant to raise a complaint freely in the knowledge that they will be listened to and their concern acted upon. Actions taken will be shared with the complainant and this information would be shared with staff (where appropriate), stakeholders and regulators for openness and transparency. Responses would be clear with solutions offered and learnings identified.

Complaints and Compliments Policy	
Updated: August 2017	Review Date: August 2018

COMPLAINTS PROCEDURE

Records

SEK keeps a record of both verbal and written complaints in a central complaints log with ownership identified. A copy of this is placed in a bespoke complaint file. All evidence and investigations are kept in this file. Complainants have the right to access any information recorded about them, as required under the Data Protection Act, and to be assured that any information kept by SEK is only seen by those with legitimate need to know. Such records will be kept confidential, in compliance with the Data Protection Act of 1998.

Verbal Complaints

SEK treats all complaints seriously and the staff member who receives the complaint will endeavour to solve the problem immediately. If the staff member cannot solve the problem, then he/she should aim to pass the caller to the Manager/Director or to take sufficient information to leave a message for the manager. All staff will remain calm and respectful, whilst treating the complainant in a polite courteous and customer focused apologetic manner.

After the problem has been discussed, either the member of staff dealing with the problem or the Manager/Director will suggest a course of action. If the suggested course of action is acceptable, this will be confirmed in writing. If the suggested course of action is not acceptable then the Manager/Director will ask the complainant to put their complaint in writing. All complaints will be logged, and ownership identified.

Written Complaints

When SEK receives a written complaint, it will be passed to the Manager/Director who will record it on the Complaints Log and send a letter of acknowledgement within five working days. The Manager is the named person who deals with all written complaints.

The complaint will be fully investigated by the Manager or Director and any further information required will be obtained. SEK will resolve any written complaint within **28 working days**. However, if we cannot resolve the complaint within this timeframe, we will keep in contact with the complainant during the investigation advising of any progress until the investigation is complete.

The Manager or Director will endeavour to meet with the complainant during the investigation to gather as much information as possible and the Manager or Director will also speak or meet with the complainant at the end of the investigation to advise of the outcome. A written report detailing the outcome of the investigation will be sent to the complainant.

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Appeal Process

If the complainant is not satisfied with the outcome of the investigation, an appeal can be lodged with the Director of SEK who will investigate the complaint and will endeavour to resolve any outstanding issues. Copies of the complaint will be kept in the SEK complaint file.

COMPLIMENTS PROCEDURE

SEK welcomes compliments received with respect to our training and services.

All compliments will be recorded and kept on file. We would pass on compliments to our staff. For transparency compliments are displayed on a central board at our head office for all to see.

The compliments will also be analysed and form part of our quality assurance process.

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Organisation Contacts

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