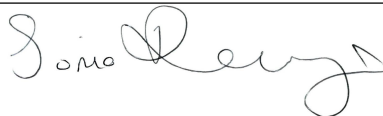


Policy Title	Complaints Policy		
Policy Reference Number	4		
Person responsible / signature	Sonia Rawlings Managing Director		
Policy revision	Date	Planned Review	Amendments
<i>Rev 0</i>	<i>Mar 19</i>		
<i>Rev 1</i>	<i>Sept 19</i>	<i>Dec 20</i>	<i>Office address changed</i>
<i>Rev 2</i>	<i>Sept 20</i>	<i>Sept 21</i>	<i>Logo updated</i>
<i>Rev 3</i>	<i>Sept 21</i>	<i>Sept 22</i>	<i>Serco complaint contact added</i>
<i>Rev 4</i>	<i>Sept 22</i>	<i>Sept 23</i>	<i>No changes required</i>
<i>Rev 5</i>	<i>June 23</i>	<i>Sept 23</i>	<i>Serco hotline removed. Reporting to senior management included</i>
<i>Rev 6</i>	<i>Aug 23</i>	<i>Aug 24</i>	<i>Updated hours</i>

S R Partnership Limited
Suite B, Birch House, Almond Road, St Neots, Cambs,
PE19 1DZ



Complaints/Comments Policy

We want people to be satisfied with the standard of services we provide.

We value your complaints or comments. This helps us to know what we are doing well and where we need to improve.

How do I make my Complaint?

You can do this in writing (a form can be sent to you) or by contacting our office (opening hours 8:30am – 4:30pm Monday to Thursday, 8:30am – 3:30pm Friday) either by:

- **phoning us on 01480 219314**
- **email us at sonia@srpartnership.co.uk**
- **in writing to:**

**S R Partnership Limited
Suite B
Birch House
Almond Road
St Neots
Cambs
PE19 1DZ**

What happens next?

You should be kept informed about what happens next. All complaints are logged and passed on to the Centre Manager to deal with. The team at S R Partnership Ltd will receive a regular up date on your views so that we can learn from your complaints and enjoy your compliments.

We will acknowledge all complaints that we receive within one working week, and keep you informed on any action that we agree to take.



How does the Complaints procedure work?

Our complaints procedure works in 3 stages:

Step 1: We will record/receive your complaint and pass it straight on to the Centre Manager who will try to resolve it with you within 7 working days.

Our Assessors are always happy to talk about concerns with you and you may find that these can easily be resolved by discussing it with them. If your complaint relates to an organisation we are working with then it may be necessary for us to pass the information on for them to deal with.

Step 2: If you are not happy with the response you get from us at Step 1 then the Internal Verifier will investigate your complaint further and make recommendations. They will write to you with the outcome within 14 working days, but may need longer if a complaint is complex.

Step 3: If you are still dissatisfied with the outcome of the investigation then you can ask for this to be taken to a higher level which will then be dealt with by the Awarding Body.

Anonymous Complaints.

We take anonymous complaints seriously and will review them with the same rigour however it is more difficult to investigate them properly.

Confidentiality

We will respect the confidential nature of your complaints and comments. However if the nature of the information concerns the safeguarding of an individual then we would need to refer to our 'Safeguarding' Policy and share the concerns with relevant members of the team.



Complaint/Comments Form *(delete as appropriate)*

Report
No.

Date sent:	Completed by:
Details of Complaint/Comment:	
Name of customer giving details:	
Occupation:	
Company Name:	
Address/telephone number/email:	
Staff member passed on to:	
Date Centre Manager entered details onto register	

On receipt of your complaint/comment, we will follow the procedure as detailed in our policy therefore any appropriate response will be made within 7 working days.

Notification of complaints to managing director.

All complaints will be notified on receipt to the managing director.

All complaints will also be reviewed at the senior management meeting so that the progress of all complaints can be monitored, further investigations can be carried out if required to determine trends etc and improvement plans instigated if required.