

Receiving a Complaint

Steps to take

The person receiving the complaint should follow up where possible.

Step 1

Acknowledge by email that you have received the complaint and that you will carry out an investigation into the complaint and give a time scale as to when this will be completed so you can feed back to them.

Include a copy of our Complaints Policy with this email.

Ensure that the General Manager and or Directors are made aware of the complaint.

Step 2

Carry out investigation into the complaint which could include, gathering independent and factual witness statements, creating a time line of events etc

Step 3

If appropriate create an action plan from your investigations.

Step 4

Meet with complainant/s to feedback from your investigations and share the action plan, if appropriate with them. In this meeting share with them a paper copy of the complaints policy. Ensure a colleague is present with you and that minutes of the meeting are taken.

Step 5

Ensure key action points are shared with staff and monitor.

Step 6

Ensure all evidence is placed in the complaints folder with the complaints chronology.

Persons responsible for implementing this policy:

- Erica Dunwell/Cara Bonner/Heather Bishop/ Rosalind Moreno- Barton
- Erica Dunwell/Heather Bishop/Jonathan Reed – Sandown
- Erica Dunwell/ Rebecca Kujabi/Sam Hicks - Wootton

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