



Advance ITSM Limited Policy on Complaints

Policy Statement

Advance ITSM Limited believes that if a customer of our services wishes to make a complaint or register a concern they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by our customers are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of Advance ITSM disciplinary policy.

We believe that failure to listen to or acknowledge complaints will lead to an aggravation of problems, Customer dissatisfaction and possible litigation. Advance ITSM supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out between just the complainant and the member of staff involved. If this fails due to either the staff member or the complainant being dissatisfied with the result the complaint will be referred to one of the Directors of Advance ITSM.

Aim

The aim of Advance ITSM is to ensure that its complaints procedure is properly and effectively implemented, and that customers feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Goals

The goals of Advance ITSM are to ensure that:

- Customers and all users of our services and their representatives are aware of how to complain, and that we provide easy to use opportunities for them to register their complaints
- A named person will be responsible for the administration of the procedure
- Every written complaint is acknowledged within two working days
- Investigations into written complaints are held within 28 days
- All complaints are responded to in writing by Advance ITSM
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and our customers and users.

The named complaints manager with responsibility for following through complaints is Julian Brunger.

Complaints Procedure

Oral Complaints

- All oral complaints, no matter how seemingly unimportant, should be taken seriously. There is nothing to be gained by staff adopting a defensive or aggressive attitude.
- Staff who receive an oral complaint should seek to solve the problem immediately if possible.
- If staff cannot solve the problem immediately they should offer to escalate the complaint to one of the Director's who is not involved in the dispute to deal with the problem
- All contact with the complainant should be polite, courteous and sympathetic.
- At all times staff should remain calm and respectful.
- Staff should not accept blame, make excuses or blame other staff.
- If the complaint is being made on behalf of the customer/user by an advocate it must first be verified that the person has permission to speak for the customer/user, especially if confidential information

is involved. It is very easy to assume that the advocate has the right or power to act for the service user when they may not. If in doubt it should be assumed that the service user's explicit permission is needed prior to discussing the complaint with the advocate.

- After talking the problem through, each manager or the member of staff dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (i.e. through another meeting or by letter).
- If the suggested plan of action is not acceptable to the complainant then the member of staff or manager should ask the complainant to put their complaint in writing to the establishment and give them a copy of the complaints procedure and Complaints Form for completion.
- In both cases details of the complaints should be recorded on a Complaints Form and handed to the complaints manager.

Written Complaints

- When a complaint is received in writing it should be passed on to the named complaints manager who should record it in the complaints policy folder and send an acknowledgment letter within two working days. The complaints manager will be the named person who deals with the complaint through the process.
- If necessary, further details should be obtained from the complainant. If the complaint is not made by the customer/user but on their behalf, then consent of the service user, preferably in writing, must be obtained from the complainant.
- A letter detailing the procedure should be forwarded to the complainant.
- If the complaint raises potentially serious matters, advice should be sought from a legal advisor to the establishment. If legal action is taken at this stage any investigation by the establishment under the complaints procedure should cease immediately.
- Immediately on receipt of the complaint Advance ITSM should launch an investigation and within 28 days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
- At the meeting a detailed explanation of the results of the investigation should be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability).
- Such a meeting gives the Advance ITSM the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant.
- The outcomes of the investigation and the meeting should be recorded on appropriate documentation and any shortcomings in our procedures should be identified and acted upon.
- This complaints procedure should be audited by one of the Directors every twelve months.

September 2019

NEXT REVIEW DATE: September 2020

Document Owner: Julian Brunger