

Our commitment

We are committed to listening to our customers' comments and complaints regarding our services with the aim of resolving any issues as well as improving the quality of our service. We will show this commitment by ensuring our complaints process is:

- Easy to access and understand, clear and simple to use.
- Responsive to the reasonable needs of complainants.
- Prompt, with established time limits for action, and keeping people informed of progress, especially when investigations take longer than expected.
- Fair, with an opportunity for a full and impartial investigation.
- Proportionate to the matters complained about.
- Informative, by using lessons learnt from complaints to improve services and by reviewing the results of such changes.
- Reviewed by the Managing Director on an annual basis.

When we respond to complaints, customers can expect us to:

- Take their concerns seriously.
- Provide the name of the member of staff responsible for dealing with the complaint at each stage of the procedure.
- Be factually correct.
- Deal with their complaint promptly.
- Avoid jargon.
- Answer all their points of concern.
- Be flexible in the way that we communicate with our customers.
- Provide reasons for the decision reached on a complaint.
- Explain the next steps available if the customer is still dissatisfied.

Our complaints process will be:

- Frank, open and impartial.
- Thorough, finding out the relevant facts, taking views from people involved on both sides of the complaint and verifying explanations where possible.
- Non-discriminatory, those who make a complaint can be assured that they will not be subjected to discrimination or retaliation as a result of complaining.

Who does this policy apply to?

The policy applies to all those we serve or have dealings with, whether visiting, writing, emailing, faxing or telephoning. These include members of the public, commercial organisations and government bodies. It also applies to contractors, suppliers and any other individual or organisation that has business with our company.

What is a complaint?

We define a complaint as an expression of dissatisfaction with our service, no matter how expressed and whether justified or not, that requires a response or further action on the part of our company.

How can our customers comment or complain?

We welcome views on our service and will respond to comments and complaints, however presented, whether in person, in writing, by telephone, email or fax.

We provide the opportunity to our customers to provide feedback on our services at any point during our interaction with them by providing our contact details via the various channels listed above.

Receiving a complaint



A member of staff will acknowledge receipt of a complaint within **five working days** (the day the complaint is received being Day 0). We request that all complaints are communicated in writing or via email. The member of staff investigating the complaint will respond via email.

A full response will be sent to the complainant within **fifteen working days**. If the complainant is dissatisfied with our response, they can, within two calendar months from the date of our final response to their complaint, ask for an independent internal review, or refer the matter to the relevant ombudsman service.

Feedback

We welcome any comments on the fairness and efficiency of the complaints procedures and the effectiveness of our replies to complaints. We will ask people who have made a complaint whether they are satisfied with the way their complaint was handled and the outcome. We will take account of all feedback in annual reviews of our procedures.

Confidentiality

We respect the need for confidentiality when a complaint is made, both for the complainant and for members of staff who have a complaint made against them. We aim to investigate complaints with sensitivity, preserve confidentiality, and to share information only when it is a necessary part of the investigation. When storing and sharing customer data, we will act at all times in accordance with our Data Protection policy.

Staff training


Receiving and responding to comments and complaints about our service is an integral part of providing great service. We will train our staff in our complaints procedures and ensure they understand the value of comments and complaints, so that they can carry out their roles and responsibilities with confidence.



Policy for dealing with unreasonably persistent enquiries

Our staff will treat people in a courteous, fair and proportionate manner and we expect similar courtesy and reasonable behaviour in return. Very occasionally, we will refuse to respond to a complaint. This will only happen if the person making the complaint is insulting or abusive towards our staff or if they refuse to accept that their complaint has been dealt with despite a thorough investigation on our part. We will only do this where it is absolutely necessary, and we will write to the person concerned to explain why we believe this to be the case and remind them of their right to refer the matter the relevant ombudsman service.

Contact Details

Please contact us via the details below addressed to **Michele McNamara, Company Secretary**.

 Unit 22, Wellington Business Park, Dukes Ride, Crowthorne, Berkshire RG45 6LS

 **07834 234 256**  **01344 620 065**  **info@accessallareasplatforms.com**

Complaint Handling Process

Stage 1 - Complaint Made

Customer issues complaint in writing or email.
This is 'Day 0'.

Stage 2 - We Acknowledge

We will acknowledge receipt of the customers complaint within 5 working days via email.

Stage 3 - We Investigate

We will investigate the customer complaint objectively and impartially.
We will consider the information provided to us, our actions in relation to the customers dealings with us and any other information which may be available, that could assist us in investigating the complaint.

Stage 4 - We Respond

Following our investigation we will notify the customer of our findings and any actions we may have taken in regards to the complaint.

Stage 5 - We Take Action

Where appropriate we amend our business practices or policies.

Stage 6 - We Record

We will record the customer complaint for continuous process improvement and monitoring through regular review, personal information will be recorded in accordance with relevant privacy legislation.