

Lanes Employment Solutions Limited

Compliments and Complaints Policy and Procedure

1. Our Aim

Lanes Employment Solutions Limited is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible.
- we welcome compliments, feedback and suggestions.
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly.
- keep matters low-key.
- enable mediation between the complainant and the individual to whom the complaint has been referred.

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities and staff.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction; however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain”, or “complaint” is not used.

3. Purpose

We are always glad to hear from people whether they are satisfied with the services we offer. All compliments and complaints are recorded, acknowledged, and addressed internally.

4. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

5. Responsibilities

Lanes Employment Solutions Limited responsibility will be to:

- acknowledge the formal complaint in writing within 48 hours,
- respond within a 14-day period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Dawn Simpson Lane Managing Director's attention normally within 4 weeks of the issue arising;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Lanes Employment Solutions Limited a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Lanes Employment Solutions Limited's control.

6. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Lanes Employment Solutions Limited maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

7. Complaints Procedure:

Written records must be made by Lanes Employment Solutions Limited at each stage of the procedure.

Stage 1

In the first instance, Dawn Simpson Lane must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved, but if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the member of the public should be advised that a formal complaint may be made, and the following procedure should be explained to them.

A formal complaint must be made in writing. The attached Complaints Form should be used.

In all cases, the complaint must be addressed to Dawn Simpson Lane. In the event of a complaint about Dawn Simpson Lane the complaint will be passed to an independent external body.

Dawn Simpson Lane or a responsible independent external body, depending on the nature of the complaint, must acknowledge the complaint in writing within 48 hours of receiving it.

- a) One of the above will investigate the complaint. Any conclusions reached should be discussed with relevant parties.
- b) The person making the complaint will receive a response based on the investigation within 14 days of the complaint being received. If this is not possible then a letter must be sent explaining why and advising a new date.



Stage 3

In the event that you remain dissatisfied, if you are an eligible complainant, you can refer your complaint to the Ombudsman:

- Post: Ombudsman Services: Communications, P.O. Box 730, Warrington, WA4 6WU
- Phone: 0330 440 1614
- Email: enquiry@ombudsman-services.org

Lanes Employment Solutions Limited



COMPLAINTS FORM

You may use this form to make a suggestion or to make a complaint about Lanes Employment Solutions Limited.

We would like you to return this form as soon as possible.

Your Name

Address

.....

Telephone

Date of incident

Approximate time of incident

Suggestion / Complaint

What action would you like to be taken?

What times are convenient for you to have an appointment to discuss this?

