

## Complaints Policy and Procedure

### 1. Scope

The Association's Complaints Policy and Procedure applies to all its customers and employees and everyone working at its premises.

### 2. Introduction

The Association is committed to giving you the best service we can. We view complaints as an opportunity to put things right both for the Association and the person that has made the complaint.

### 3. Policy

Our Policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone knows what to do if a complaint is received
- To make sure all complaints are investigated fairly without bias and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition:

A complaint is any expression of dissatisfaction with the products or services provided by the D&T Association or those working on behalf of the D&T Association, whether justified or not, and which requires a formal response.

This complaints procedure is for:

- People who have used our services and are dissatisfied
- People who feel the service or product they received was not to an appropriate standard

Our Aim:

We will ensure that your complaint is:

- Treated seriously
- Handled fairly without bias or discrimination
- Treated confidentially and sensitively, telling only those who need to know and following any relevant data protection requirements

### 4. Procedure

The D&T Association recognises that many concerns raised will be informal, and we aim to deal with these quickly.

In the first instance, we would expect any complaint to be raised directly with the person concerned but if the matter cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

## 5. Formal Procedure

1. You should complain in writing (email/letter) within twenty-eight days of the event or outcome that you are complaining about
2. A D&T Association member of staff at a senior level who has not been involved with the matter will investigate the complaint and respond within twenty-eight days
  - (a) The person being complained about will be contacted and made aware of the complaint and given a chance to respond
  - (b) If the complaint is about a product or event, the relevant member of staff will be contacted
3. The evidence of the investigation will then be assessed without bias and a decision reached
4. Steps will be taken to resolve the complaint and both parties will be informed of the outcome
5. If the complainant is not satisfied with the response, they then have the option of asking for a review of the complaint by writing to the Chief Executive of the D&T Association stating the reason why they were dissatisfied with the outcome. They should do this within fourteen days of receiving the written response
6. The Chief Executive will respond normally within seven days to inform the complainant of the action which will be taken to investigate the complaint, and the expected timescale of the investigation
7. The relevant history of the complaint will be made available to the Chief Executive so that a further investigation can be carried out. That investigation may include interviews with the complainant, any staff involved, any witnesses and will also include documentation evidence where appropriate
8. The outcome of the investigation will be communicated to the complainant in writing with
9. details of any action taken and a time-scale for implementation (if applicable and appropriate)

## 6. Responsibilities

The complainant's responsibility is to:

- Explain the problem as clearly and as fully as possible, including any action taken to date
- Recognise that some circumstances may be beyond the Associations control

Overall responsibility for this policy lies with the Chief Executive.

The D&T Association's responsibility will be to:

- Acknowledge the formal complaint by email within two working days of receipt
- Respond within twenty-eight (28) days
- Deal reasonably and sensitively with the complaint without bias
- Take appropriate action if required
- Ensure steps are taken to prevent recurrence