

OFFICIAL
COMPLAINTS PROCEDURE



United Kingdom

Complaints Procedure

Phoenix Heroes Community Interest Company

Gary Stockton – Chief Executive Officer

Review date 01.05.2020

COMPLAINTS PROCEDURE

This policy aims to ensure that all employees, customers and beneficiaries involved in a complaint are treated fairly, by providing a straightforward process for dealing with complaints of all natures.

Our Complaints procedure is:

- **Impartial** Both sides have a chance to tell their side of the story.
- **Timely** All complaints will be dealt with as quickly as possible.
- **Confidential** Information will only be shared with parties involved.
- **Fair** You will not be victimised for making a complaint.

Step One

Employee: Approach the workplace (**Contact Officer/COO**) who can provide information about a range of options available to the employee with the complaint.

Customer / Beneficiary: In the first instance raise your complaint by telephone 01206 932488 if dissatisfied with the response then please complete our online complaints form. We aim to respond and confirm receipt of all online complaints within a 48hr period.

Step Two

Employee: Where appropriate the complainant can try and sort out the issue informally with the person involved. The (**Contact Officer/COO**) can provide information on how to do this but does not have the role of support person. This step is NOT compulsory but is recommended for minor issues that can be resolved informally between the parties.

Customer / Beneficiary: If dissatisfied with the initial telephone response then please complete our online complaints form. We aim to respond and confirm receipt of all online complaints within a 48hr period.

Step Three

Employee: If the issue cannot be sorted out informally, a formal complaint may be lodged by the employee. Details of the complaint must be produced in writing including full details of the alleged incident/s, time, place, who was involved and any other relevant information. The **person receiving the complaint** will then refer these details to the appointed company representative for dealing with complaints.

Customer / Beneficiary: If dissatisfied with the initial response to your online complaint then we can escalate further investigations in readiness to present to the Company owner for a review of any previous decision that has been made.

Step Four

A full examination of the complaint will be conducted by a company representative, (which may be the Manager or another party), where appropriate, a full report of any investigation relating to the complaint will be made available to the complainant.

Step Five

On completing their examination of the matter, the person conducting the investigation will reach a final decision about the outcome of the investigation and provide this information to the company owner for final decision.

OFFICIAL
COMPLAINTS PROCEDURE

Step Six

The decision of the company owner will be actioned, and the complainant advised of the outcomes.

Outcomes may include:

- full or partial refund
- internal disciplinary action
- an apology
- findings of the complaint not accepted with evidence of good reason

Privacy

All documentation associated with complaints and investigations will be handled strictly in accordance with the relevant privacy legislation and our Privacy Policy www.phoenixheroes.co.uk/privacy/

Policy review

All policies will be reviewed every two to three years and distributed to staff and made readily accessible to our customers. Should the need arise, the policies will be translated into appropriate languages.

Phoenix Heroes is committed to providing an environment which is safe for all staff and our customers. You will not be disadvantaged in your employment conditions or customer status as a result of lodging a complaint.

Citizens Advice

In all cases if you are not content with the outcome of your complaint then you have the right to escalate your concerns to the ombudsmen as detailed within the Citizens Advice link www.citizensadvice.org.uk

