

## Autosave LTD

### Compliments and Complaints

#### Policy and Procedure

##### 1. Our Aim

At Autosave we are 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 continue to improve our service is by listening and responding to the views of our customers; in particular we listen to complaints and respond in a positive manner and correct mistakes swiftly.

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 annually review 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 have provided, whereas, a complaint would be any expression of dissatisfaction of a service we provided. Complaints can come in any form such as: face to face expression, over the phone or in an email. All staff have suitable knowledge to know when dissatisfaction has been expressed even if the word complaint is not used.

## 3. Complaints

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

## 4. Responsibilities

Autosave will be responsible to:

- Acknowledge the formal complaint in writing;
- Respond within a stated 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 Autosave's attention normally within 8 weeks of the issue arising;
- Raise concerns promptly and directly with a member of staff in Autosave;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow Autosave a reasonable time to deal with the matter, and
- Recognise that some circumstances may be beyond Autosave's control.

## 5. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Autosave 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.

## 6. Complaints Procedure:

Written records must be made by Autosave at each stage of the procedure.

### Stage 1

In the first instance, staff member(s) 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. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

- a) A formal complaint can be made either verbally or in writing. If in writing the attached form should be used. If verbally, a statement should be taken by a member of the Management Team, staff member or a supervisor.
- b) In all cases, the complaint must be passed on to Pierce Threlfall (Site Manager). In the event of a complaint regarding to Pierce Threlfall the complaint should be passed to Luke Packun (Director).
- c) Pierce Threlfall or Luke Packun, depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.

- d) One of the above will investigate the complaint. Any conclusions reached should be discussed with the staff member involved and their Line Manager.
- e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

### Stage 3

- a) If the complainant is not satisfied with the above decision then all directors of the company will meet to discuss the complaint.
- b) The directors will examine the complaint and may wish to carry out further interviews, examine files / notes. They will respond within four weeks in writing. Their decision will be final.

### 7. Aggressive and abusive behaviour to our staff:

We understand that many complainants are angry about the issues they have raised in their complaint. If that anger escalates into aggression towards our staff, we consider that unacceptable. Any violence or abuse towards staff will not be accepted.

Violence is not restricted to acts of aggression that may result in physical harm. It also includes behaviour or language (whether verbal or written) that may cause staff to feel offended, afraid, threatened or abused. We will judge each situation individually and appreciate individuals who come to us may be upset. Language which is designed to insult or degrade, is racist, sexist or homophobic or which makes serious allegations that individuals have committed criminal, corrupt or perverse conduct without any evidence is unacceptable. We may decide that comments aimed not at us but at third parties are unacceptable because of the effect that listening or reading them may have on our staff.

The threat or use of physical violence, verbal abuse or harassment towards our staff is likely to result in a termination of all direct contact with the complainant. We may report incidents to the police. This will always be the case if physical violence is used or threatened.

Our staff will end telephone calls if they consider the caller aggressive, abusive or offensive. Our staff have the right to make this decision, to tell the caller that their behaviour is unacceptable and end the call if the behaviour persists.

If you would like to see our full unacceptable actions towards staff policy please contact us and we will send a copy on request.

## Autosave LTD complaints/compliments form

You may use this form to make a suggestion, record a compliment or to make a complaint about Autosave.

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

**Your Name** .....

**Address** .....

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**Telephone** .....

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**Date of incident**

**Approximate time of incident**

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**Suggestion / Complaint**

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**What action would you like to be taken?**

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