

# **Eos Advocacy Ltd**

## **Compliments and Complaints**

### **Policy and Procedure**

#### **1. Our Aim**

Eos Advocacy Ltd 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 and simple as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a response
- we deal with it promptly and politely
- 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 and use them to improve our service.

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

Our aims are to:

- resolve informal concerns quickly
- provide explanations where necessary

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services 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 who are satisfied with the services we offer.

## **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**

Eos Advocacy will:

- reply to the complaint providing a full explanation;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing via email or written letter, to Eos Advocacy's attention within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in Eos Advocacy Ltd;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Eos Advocacy Ltd reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Eos Advocacy's control.



- not act in a harassing or abusive manner.

## **6. Confidentiality:**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Eos Advocacy Ltd 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), particularly in the event of safeguarding.

## **7. Complaints Procedure:**

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved and the staff member will endeavour to respond to the complainant's grievances thoroughly and concisely via email or letter.

If the complaint cannot be resolved informally or in the first instance, the complaint will be reviewed by an additional director of Eos Advocacy Ltd. The additional director will endeavour to respond to the complainant's grievances thoroughly and concisely via email or letter.

The person making the complaint will receive a response via email or written letter based on the investigation within four weeks of the complaint being received, this does not apply for repeated or vexatious complaints or where the complainant's communications are deemed a safeguarding issue to staff in which case Eos Advocacy Ltd reserve the right to not respond to abusive, repeated or vexatious complaints. The complaint response is final.

## **8. Additional Support:**

Should the complainant not be satisfied with the response advice can be sought from the Citizen's Advice Bureau on 0800 144 8848.

For matters relating to the handling of data advice can be sought from the Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk) or 0303 123 1113.