



## **Compliments and Complaints Procedure and Policy**

### **Our Aim**

Peepo Sensory 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 stakeholders, 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, staff and volunteers.

### **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 Peepo Sensory team members should have sufficient



knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

## **Purpose**

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant Peepo Sensory team member.

## **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.

## **Responsibilities**

Peepo Sensory’s responsibility will be 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 the Peepo Sensory team, normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with the Peepo Sensory team
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow the Peepo Sensory team a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Peepo Sensory’s control.

NB: Contact details for Peepo Sensory can be found on our website. Please contact our Head Office team using [info@peeposensory.com](mailto:info@peeposensory.com)

## **Confidentiality**

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



## **Complaints Procedure**

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

### **Stage 1**

In the first instance, Peepo Sensory 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.

1. A formal complaint can be made either verbally or in writing. If in writing, this can be by email or the attached form could be used. If verbally, a statement should be taken by a member of the Head Office Team.
2. In all cases, the complaint must be passed on to the CEO.
3. The CEO must acknowledge the complaint in writing within one week of receiving it.
4. Peepo Sensory will investigate the complaint. Any conclusions reached should be discussed with the instructor involved.
5. 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 an email must be sent explaining why.

### **Stage 3**

1. If the complainant is not satisfied with the above decision then they are encouraged to re-submit their complaint for further investigation by the CEO.
2. The CEO 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.