



COMPLIMENTS & COMPLAINTS POLICY

Document Control	
Reference	LINK008 Client Compliments & Complaints Policy
Version & Status	V 4.0
Purpose/ remit	This document describes the process' and responsibilities in place related to compliments and complaints within The Link and the organisation's overall approach to ensure compliance with applicable laws and business objectives.
Owner	HR
Approval body	CEO
Date of issue	July 2023
Review Date	March 2026
Applies to	Service Users, Clients, Customers
Notes	To be read in conjunction with Related Documents detailed below.
Classification	Public

Related Documents	
Reference:	Purpose/remit of policy:
N/A	N/A

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PURPOSE

This policy describes the procedure in place within The Link to deal with and resolve service user, client and customer complaints and to record compliments to support service development. This policy also details the responsibilities of employees/ volunteers/ students when a complaint/compliment is made by a service user, client or customer.

POLICY STATEMENT

The Link aims to provide a high-quality and responsive service. In order to ensure this we need to take account of the views and wishes of the children, young people and families we support. The Link welcomes every opportunity to monitor and improve our service and having a “compliments & complaints” policy and a clear procedure for resolving complaints is one way of doing this. We take all complaints very seriously and try to ensure all our service users, clients or customers are pleased with their experience of our service.

COMPLIMENTING OUR SERVICE

Compliments are valuable, welcome and important and when they are received, either verbally or in writing, they will be recorded. Compliments enable The Link to:

- Understand that our service is being provided to the child, young person and/or families’ satisfaction
- Provide positive feedback to our staff
- Influence our organisational and service development

If you wish to compliment our service, please do so by emailing info@redcarlink.com.

COMPLAINING ABOUT OUR SERVICE

The Link is committed to providing an efficient service for its service users, clients and customers. In order to achieve this, The Link keeps up to date with technology and employs well trained, dedicated staff.

Unfortunately there may be occasions where we will fall below our own high standards and we recognise the concern this can cause and have implemented a procedure designed to minimise the inconvenience to our customers.

It is the policy of The Link that all service user, client and customer complaints are taken seriously and are dealt with in a uniform way and that the client/customer receives a first acknowledgement from the recipient of the complaint within two working days. A proposed resolution to the complaint should be issued to the client/customer within ten working days. If for any reason there is an unavoidable delay in issuing a response to the complaint, the client/customer must be informed and a new deadline issued/agreed.

All complaints will be dealt with by a designated person so that the individual raising the complaint has a definite point of contact. All clients/customers can contact this designated person if they have any questions or queries or if they wish to enquire about the progress of the complaint.



Should any client/customer be dissatisfied with the handling of a complaint at any time, they should inform the designated person who can determine the most appropriate person to respond.

If you are still dissatisfied having followed all the stages as above, you should write to:
The Chief Executive Officer, The Link, 101 The Greenway, Middlesbrough, TS3 9PA.

RESPONSIBILITIES

Where service users, clients or customers have complained to an employee/ volunteer/ student, you should always make sure that the initial complaint is dealt with courteously. Where possible the complaint should be dealt with promptly to ensure that it's resolved as quickly as possible. All complaints should be handled in a caring and sensitive way.

The person responsible for dealing with any complaints is the Operations Manager.

When a service user, client or customer complains by telephone or in person you should listen to their complaint and offer to refer them to the Operations Manager immediately. If the Operations Manager isn't available then the service user, client or customer will be told when they will be able to talk to them and arrangements will be made for this to happen. You should make a written record and provide the service user, client or customer with a copy, passing the original to the Operations Manager.

Where you receive a complaint by letter or email this should be passed to the Operations Manager immediately.



Appendix A: Review & Sign-Off Log

Date	Version	Changes	Approval Signature
12/07/23	2.0	Policy reformatted to include document control and sign off log	H Gibson (HR)
23.02.24	2.1	Policy reformatted, added in scope section and contents page	J Leopard (CEO)
06.03.24	3.0	Policy reformatted, added in scope section and contents page and Merged with Complaints handling policy	J Leopard (CEO)
25.03.25	4.0	- Removal of 'Scope' section - Annual review & Sign off	J Leopard (CEO)