



COMPLAINTS, COMPLIMENTS, COMMENTS AND SUGGESTIONS

RESOLVING DISAGREEMENTS

Our commitment is to ensure that we work to resolve disagreements or misunderstandings informally wherever possible.

We are committed to learning lessons when things go wrong, which is why we ensure that your complaints are heard and acted on appropriately.

We will:

- Deal with your concerns as quickly as possible and keep you informed.
- Be fair and consistent when dealing with your complaint.
- Act proportionately to the concern that you have raised.
- Acknowledge when we have made mistakes, apologise, and do what we can to make things right.
- Be open and transparent about what we have learnt

We have put in place a **3 step formal complaints procedure** in order for your complaint to be dealt with in efficient time if you wish to take your complaint further:

- We will acknowledge your complaint within **5 working days** of receipt.
- If the matter is **critical or urgent**, we'll take action as quickly as possible.
- In most situations the review will be completed within **10 working days** of receipt
- If situation is complex or it hasn't been possible to talk to the relevant people, all complaints will be investigated within **20 working days** of receipt.
- Where the issues are **complex**, further time may be required in which case we will contact you and explain why and when you should expect to receive a full response.

STAGE 1 OF THE COMPLAINT'S PROCEDURE

We will:

- Let you know who is dealing with your complaint and what action is being taken
- Talk to you to make sure we understand the problem, the impact it is having, and what you consider should happen to put things right
- Let you know the outcome and what, if anything, is being done as a result, once the complaint has been considered and the facts established
- Write to you, providing all relevant information so that you can see that your complaint has been properly considered

- If your complaint is upheld, give you a full apology and tell you what action is being taken to put things right and prevent a recurrence
- Provide you with information about what you should do if you are not satisfied with the outcome

If you have a complaint, please contact the appropriate member of staff listed below:

Bedworth Office:

Sally Vernon-Clarke, Advice Services Manager

Tel: 02476 643206

Email: sally.vernon-clarke@brancab.org.uk

Rugby Office:

Jo Howes, Advice Services Manager

Tel: 01788 541031

Email: jo.howes@brancab.org.uk

Nuneaton Office:

Gail White, Advice Services Manager

Tel: 07857 614244

Email gail.white@brancab.org.uk

STAGE 2 OF THE COMPLAINT'S PROCEDURE

Your complaint will be sent directly to the Chief Executive Officer (CEO) Bill Basra, if you feel that your complaint was not investigated to your satisfaction, or you feel that your conclusion reached was inappropriate or you have not received any response, the CEO will:

- Take responsibility for dealing with the complaint but may ask another senior manager to look into the matter for them.
- Offer to talk to you to get a better understanding of the issue and why you are not satisfied with how it has been dealt with and also to be clear what it is you want to happen.
- Write to you with their conclusions after looking at the complaint, how it has been handled so far and at the decision made.
- They may agree with the original outcome or make a different finding in which case it will be made clear what is now being done to put things right and to what timescale
- Let you know what you should do if you are not satisfied with the outcome and who you will need to contact.

On receipt of the complaint the CEO will ensure that the complaint is investigated by the appropriate member of staff and that the complaint is dealt with within 10 working days and the client contacted accordingly.

The client is informed that if they are unhappy with the outcome of the investigation or the way their complaint has been handled, they can write to the Chair of the Trustee Board. Details of the Chair are given to the client at this stage by the CEO.

On receipt of the complaint the Chair will investigate and respond to the client within 10 working days.

All complaints and expressions of dissatisfaction will be monitored by the Chief Executive Officer/Trustee Board and the information used to help improve our service to the community.

Stage 3 of the complaint's procedure

The final stage of the formal complaints process is managed by the national Citizens Advice Chief Executive with oversight by a national Citizens Advice Trustee.

- The outcome will be reviewed by someone with no prior involvement in the matter.
- Request for stage 3 will be acknowledged within 5 working days.
- Details will be given of the person who will be undertaking the review your complaint and expect the review to be completed within 20 working days of receipt.
- If the matter is complex, further response will be expected.

The reviewer will:

- Talk to you to understand your concern and why you aren't satisfied with the way your complaint has been handled and the outcome.
- Look at all documents relating to the complaint and how it has been dealt with.
- Write to you once the review is complete, setting out details of their investigation and subsequent findings.
- If the review finds that the investigation was inadequate or the conclusion unreasonable, give you a full apology and details of how the situation will be put right and the actions to be taken,
- The decision of the reviewer is final.

If your complaint concerns the national Citizens Advice Chief Executive, send your complaint to the Chair of the national Citizens Advice Trustee Board who will be responsible for deciding how the complaint will be handled.

We'll acknowledge your complaint within 5 working days of receipt.

If the matter is critical or urgent, we'll act as quickly as possible. Unless the situation is complex or it hasn't been possible to talk to the relevant people, all complaints will be investigated within 20 working days of receipt.

COMPLIMENTS

Receiving compliments is an opportunity to celebrate and recognise success. We will ensure that:

- All compliments are shared with staff and may be shared with Funders and stakeholders to highlight good practice.
- Compliments are anonymised or permission sought before displaying.
- Numbers of compliments received are logged as part of a quality assurance programme.
- Verbal positive feedback is also recorded.

SUGGESTIONS

- Suggestions can be made verbally or in writing and generally are in response to seeking a means of changing practice for the better.
- When suggestions are raised in meeting or as part of a conversation, these should be documented and then outcomes of such suggestion recorded to show consideration.
- Staff are encouraged to share their suggestions or suggestions received by Clients and Service Users the Advice services manager.