

Complaints Policy

Complaints Policy Statement

AvA-V Ltd :

- is committed to providing a good standard of quality services to service users, other agencies and organisations.
- will take seriously any concern or complaint and will investigate it for resolution.
- recognises that all service users, agencies and organisations have the right to raise formal complaints about our services.
- the complaints procedures are open to everyone who requests a service from AvA-V Ltd and people acting on their behalf.
- will deal with complaints in a confidential manner, where possible
- makes any information pertaining to a complaint (formal or otherwise) part of the process of monitoring the quality, effectiveness and non-discriminatory nature of its services.

1. Introduction

1.1 AvA-V Ltd strives for high standards in service delivery and welcomes feedback from individuals, users of our services, stakeholders, funding bodies and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work.

1.2 The objectives of the AvA-V Ltd complaints policy is to:

- Ensure that complaints are dealt with fairly and within specific time frames.
- Ensure that complaints are monitored to improve our services.

1.3 AvA-V Ltd will ensure that we:

- Treat complaints as confidential, where possible
- Manage all complaints in accordance with GDPR.
- Investigate the complaint fully, objectively and within the stated time frame.



- Notify the complainant of the results of the investigation.
- Inform the complainant of any action that may be implemented in order to ensure that there is no re-occurrence.

1.4 An individual may make a complaint if they feel AvA-V Ltd has:

- Failed to provide a service or an acceptable standard of service or made a mistake in the way the service was provided.
- Failed to act in a proper way.
- Provided an unfair service.

1.5 This policy and procedure relates only to complaints received about AvA-V Ltd and its services.

2. Complaints Procedure

2.1 AvA-V Ltd aims to settle most complaints by the member of staff who provides the service. The complaint may be resolved quickly by way of an apology or, by an explanation to the complainant.

2.2 There are three stages to the complaint's procedure:

- Stage One – the complaint
- Stage Two – investigation
- Stage Three – appeal (optional)

1. Stage One - Complaint

The complaint can be written or, if the individual prefers, they can tell someone at AvA-V Ltd, or someone else, who will write it down for them. The complainant will need to sign it.

Individuals wishing to make a complaint should contact the person who provided the service, or their line manager. Alternatively, they can contact us by writing to: AvA-V Ltd, Unit 5, Brickfield Business Park, 60 Manchester Road, Northwich CW9 7LS.

The complaint should include the complainants name and address, the nature and date of the complaint and how they want to see it resolved.

Complainants will normally receive an acknowledgement within 2 weeks of receipt of a signed formal complaint.



2. Stage Two - Investigation

All complaints at this stage should be dealt with by a manager. If they need to meet with the complainant, they will do so within 4 weeks of receiving the written formal complaint.

Complaints will be fully investigated, and a written response provided to the complainant within eight weeks, by the investigator.

The complainant will receive written confirmation of the outcome of any investigation and, if appropriate, any recommendations/remedies made.

Where the complaint is upheld, an apology will be offered.

Occasionally investigations may take longer, particularly if the complaint is complex or needs input from senior management or external suppliers. Should this be the case holding correspondence will be sent after eight weeks and a final date given for a conclusion to be reached.

If an individual remains dissatisfied with the outcome from Stage Two they can appeal within four weeks of the date of the outcome correspondence detailing their reasons for wishing to appeal the outcome and progress to Stage Three.

3. Stage Three - Appeal

The Chief Executive will acknowledge receipt of the appeal within 3 weeks, they will review the Stage Two investigation and recommend one of the following actions within four weeks (from the date the complainant stated they wanted to take the complaint to stage 3).

- Uphold the action taken at Stage Two
- Or make changes to the Stage Two outcome, recommendation/actions.

2.3 The complainant should be informed in writing of the outcome of stage three, the decision reached about this complaint will then be final but other options available to the complainant (as listed below) should be detailed in the letter.

2.4 If after AvA-V Ltd has been through the three stages and the complainant is still not satisfied with the result, there is no further right of appeal with AvA-V Ltd, but a complainant could approach any of the following agencies for advice should they choose to do so:



- A solicitor
- Citizens Advice Bureau

This should be done within one month of receiving the outcome from the appeal.

1. Data protection

2.5 To process a complaint AvA-V Ltd will hold personal data about the complainant, which the individual provides, and which other people give in response to the complaint. We will hold this data securely and only use it to address the complaint. The identity of the person making the complaint will only be known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applied, or allegations are made which involve the conduct of third parties.

2.6 AvA-V Ltd will normally destroy complaints files in a secure manner six years after the complaint has been closed.

2. Monitoring

2.7 Complaints are an important tool which will allow us to learn about the services we provide. They provide a useful source of information about how individuals see our services and how we are serving them. To ensure we can learn from complaints the following data will be collected:

- Name and address.
- Name of person dealing with the complaint
- Date of complaint and response
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint.

2.8 Complaints information will be considered by the Senior Leadership Team when they meet. Wherever possible the data will be used to improve and develop the service.

