

COMPLAINTS POLICY

This complaints policy was created on 01 July 2022.

Standout Media Limited (the business) is committed to ensuring a high-quality customer experience but we recognise there may be times when we need to review a decision or how we manage our services.

This policy explains how complaints are dealt with.

It applies to all staff in the business and all users of services provided by the business.

The business 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 look into it promptly, for resolution as quickly as possible
- recognises that all service users, agencies and organisations
 - have the right to raise concerns or complaints about our services
 - have access to clear information on how to voice complaints and concerns
- concerns and complaints procedure is open to everyone who receives or requests a service from the business and people acting on their behalf
- will deal with complaints in line with the business's Confidentiality policy
- will keep a register of all complaints, which will be reviewed regularly by the Managing Director
- complaints procedure will be part of the process of monitoring the quality, effectiveness and non-discriminatory nature of the business services
- All staff members are required to read, understand and comply with this policy and its procedures

1. Policy

1.1 The purpose of this policy and procedure is to specify how the business deals with complaints that it receives.

1.2 Complaints are defined as any expression of dissatisfaction, whether justified or not, about any aspect of the business.

1.3 An individual or organisation may make a complaint if they feel the business 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

1.4 Informal complaints to the business

1.4.1 The business aims to resolve complaints informally. The best way to resolve a problem is for us to ask our service users to raise it as early as possible and directly with the people involved.

1.4.2 Informal complaints should be taken first to the person responsible for the service concerned, stating where possible the remedy sought.

1.4.3 If a complainant is not satisfied with the initial resolution arrived at via the informal route, the complaint will be escalated to the formal complaints procedure outlined below.

1.5 Formal complaints to Information Services

1.5.1 An initial response to the formal complaint will be provided within three working days and a final resolution will be provided within a reasonable timeframe. Our initial response will set expectations with regards to the timeframe.

1.5.2 An investigative officer or panel may be appointed to investigate the complaint. The panel will be responsible for investigating the complaint and providing a comprehensive, open, transparent and fair consideration of the complaint. Members of an investigative panel must not be judges in their own case or act in any case in which conflict of interest may arise.

1.5.3 A complainant, and any person who is the subject of a complaint, has the right to be accompanied when appearing before any investigative panel.

1.5.4 The privacy and confidentiality of the complainant, and any person who is the subject of a complaint, will be respected, subject to the need for a fair and open investigation and for the outcome of the investigation to be reported appropriately.

1.5.5 Data related to complaints will be handled in line with the Information Security, Data protection and data security policies.

1.5.6 Where a complaint is upheld, appropriate remedial action will be taken.

1.5.7 Where a complaint is received about a third party, The business will make every effort to investigate and take suitable action. Such complaints may be provided anonymously, and if so, will be treated in exactly the same way as any other complaint.

1.5.8 The business may transfer complaints to the appropriate authority elsewhere, if they are deemed to fall outside the direct remit of the business.

1.5.9 The business's staff aim to treat people with respect and politeness, and expect this in return. The business reserves the right not to investigate complaints that it considers to be vexatious.

2. Scope

2.1 This policy applies to all staff in the business and all users of services provided by the business.

3. Oversight

3.1 The Managing Director of the business has oversight of all complaints within the business.