



Customer Feedback and Complaints - Service Standards

We will always:

- ✓ do our best to resolve your complaint the first time you raise it
- ✓ record informal complaints that do not require a response as 'customer feedback' so we can learn from them and improve services
- ✓ acknowledge your complaint in writing, or by whichever method suits you best, within three working days at each stage of the complaints process
- ✓ ask you for the best way to contact you
- ✓ give you a reference number, and the name and contact details of the manager who is dealing with your complaint
aim to respond to your complaint within 14 calendar days at each stage of the process
- ✓ keep you informed of the reasons for any delay if, for any reason, we cannot meet this 14-day target. We will let you know when you should expect a reply
- ✓ let you know how to appeal after a decision at each stage of the complaints process
- ✓ treat complaints confidentially at all times
- ✓ publicise any changes to services which result from customer feedback and complaints
- ✓ review your complaint with a panel consisting of a Board Director, one member of the Executive Management Team and, whenever possible, an independent customer at stage 3 of the process
tell you that you can have someone else with you for support or assistance at any stage; for example a friend, relative, carer or Advocate
- ✓ contact you at the end of the process to ask if you are satisfied with the outcome and the way we handled your complaint.