



Carron PA Support

Complaints Policy

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Complaints Policy

This document provides guidelines for resolutions and the treatment of complaints made by customers of Carron PA Support.

1. POLICY STATEMENT

At Carron PA Support we believe that if a customer e.g. a client, family member, professional wishes to file a complaint or express dissatisfaction it should be easy for them to do so. It is Carron PA Support's policy to receive complaints and consider them as an opportunity to learn adapt and improve and provide better service.

In addition, a quick resolution of complaints in a way that respects and values the person's feedback, can be one of the most important factors in recovering the persons confidence about a product/ service offered by the company. It can also help prevent further escalation of the complaint. A responsive, efficient, effective and fair complaint system can assist an organisation to achieve this.

The purpose of this policy is to ensure that complaints are handled properly and that all complaints or comments are taken seriously. Carron PA Support will be committed to fair, effective and efficient complaint handling.

2. PURPOSE

This policy is intended to ensure that Carron PA Support handles complaints fairly, efficiently and effectively. The objective is to ensure that its complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and worries are listened to and acted upon promptly and equitably.

The complaint system aims to:

- Allow Carron PA Support to respond to questions raised by people who file complaints in a timely and cost-effective manner
- Increase customer confidence in administrative processes
- Provide information that can be used to improve the quality of the services and complaint handling.

This policy provides guidance on customers who wish to file a complaint about the key principles and concepts of the complaint management system.

2. SCOPE

This policy applies to Carron PA Support receiving or managing complaints from customers made about Carron PA Support's services and complaint handling.

3. WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction about the services offered by Carron PA Support or the action of lack of action taken regarding operations, facilities or services provided by Carron PA Support or by a person acting on behalf of Carron PA Support.

A formal complaint means a complaint that has not been successfully resolved through the complaint management process as outlined in the policy. The complainant has chosen to formalise the complaint by completing a complaint form.

An informal complaint means a complaint that has been received by Carron PA Support by telephone, email, text, regular mail or in person which has not been submitted on a complaint form.

All non-anonymous complaints filed necessitate a response.

4. COMPLAINT SYSTEM

a) Verbal (spoken or signed) Complaints

- If Carron PA Support receives a verbal (spoken or signed) complaint, we will try and resolve the issue immediately if possible. If we cannot resolve the problem immediately, we will look further into the complaint in order to resolve the issue. Any contact with the customer will be polite, courteous and sympathetic, we will remain calm and respectful.
- After discussing the problem, we will suggest an action to resolve the complaint.
- If the proposed action plan is not acceptable to the complainant, we will ask the complainant to make his/ her complaint in writing to Carron PA Support and we will provide a copy of the procedure and complaint form to be completed.
- In both situations details of the complaint should be recorded on a [complaint form](#)

b) Written Complaints

- when a complaint is received in writing it will be registered on the complaint register and an acknowledgement receipt will be sent within seven working days to establish a relationship of confidence with the person who filed the complaint.
- If necessary, further clarification should be obtained from the complaint. If the complaint is not made by the customer but on their behalf, the customer's consent, preferably in writing must be obtained in advance from the customer.
- After receiving the complaint letter, a copy of the complaint procedure must be given to the customer. Clearly explain to the complainant the complaint process, the time it can take and realistic expectations.
- Immediately on receipt of the complaint Carron PA Support should launch an investigation and within seven working days and should be in a position to

provide a full explanation to the complainant either in writing or by arranging a meeting with the individuals concerned.

- Carron PA Support will record all relevant information about the complaint and keep it as simple and accurate as possible.
- If the complaint raises potentially serious concerns, legal advice should be obtained. If legal action is taken at this stage an investigation by Carron PA Support under the complaint procedure should cease immediately.
- If the issues are too complex for the investigation to be completed within seven working days the complainant should be informed of any delays.
- If a meeting is organised, the complainant may, if he or she wishes, be accompanied by a friend, relative or representative such as a lawyer.
- At the meeting a detailed explanation of the results of the investigation should be given and an apology should also be made if deemed appropriate. This type of meeting gives Carron PA Support the opportunity to apologise and show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- Finally, the results of the survey and meeting should be documented and any weaknesses in Carron PA Support's procedures should be identified and modified.

5. ROLE OF CARRON PA SUPPORT

Carron PA Support will evaluate the information to determine whether it falls within the scope of this policy. If so, we will collect and review all available information and attempt to resolve the issue informally through discussion with the complainant. We may choose to use other resources/ support if required. Carron PA Support will respect the privacy rights of all parties involved.

INFORMAL COMPLAINT FILES

Details of informal complaints should be noted as soon as possible and may include information such as when, where, how the alleged issue giving rise to how the complaint occurred, who was involved and the names of potential witnesses. These notes may be required if a formal complaint is filed. Complaints that are resolved amicably to the complainant's satisfaction will not be followed up. However, all records relating to the resolutions of informal complaint must be kept in accordance with the current policies and by-laws. Any action resulting from an informal complaint will be maintained in accordance with Carron PA Support's procedures and policies.

UNRESOLVED COMPLAINTS

If the problem cannot be resolved amicably or if the complainant requests a formal investigation into the alleged misconduct, he or she must submit a formal complaint form. Support would need to be reviewed, suspended or stopped until the complaint has been resolved.

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