

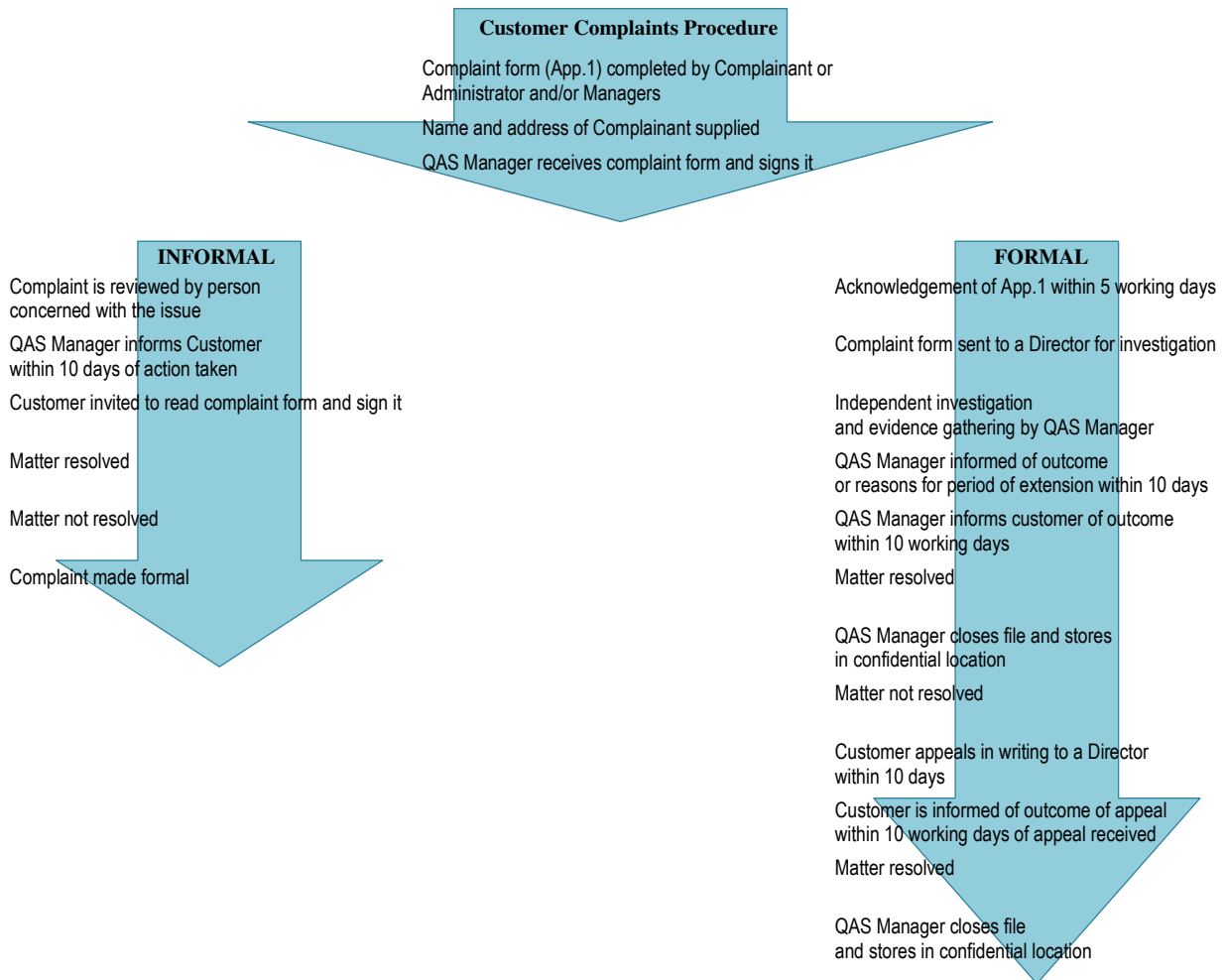
SHEU Complaint Procedure

A complaint is a gift and SHEU consider themselves lucky that a customer is prepared to give up valuable time to help us improve our organisation

There are 4 main ways to complain:

- In person
- By telephone
- By letter
- By email via the Quality Statement webpage - <http://sheu.org.uk/QA>

Customer Complaints Procedure



Informal Complaints Procedure

If possible, the complaint form (App.1) should be addressed to the member of staff who is most directly concerned with the issue. If the Complainant feels unable to approach the person who is directly responsible, or if the Complainant feels that the matter has not been satisfactorily resolved, they should raise their concern with the Quality Assurance (QAS) Manager, who will then refer the complaint for action as appropriate.

The complaint form (App. 1) will be signed by the QAS Manager and the Complainant can expect to receive a response within 10 working days of receipt of the complaint, although this may be a holding letter if further investigation is required. A copy of all logs on App. 1 will be sent to the QAS Manager to monitor action taken.

Complainants will be invited to read and sign the complaint form (App. 1) confirming that action taken is satisfactory.

Formal Complaints Procedure

The Formal Complaints Procedure should be used only when other means of resolving the matter are not possible or effective. In most cases complaints may be satisfactorily addressed and resolved by informal means. Dissatisfaction often arises from misunderstanding. Often an explanation of the reason for a particular action or position can resolve matters.

If a Complainant is dissatisfied with the outcome of their informal complaint, or does not receive a response within 28 working days, they are entitled to invoke the Formal Complaints Procedure.

Procedure for formal complaints

1. The Complainant should fill out the complaint form (App.1) identifying the nature of the complaint and, if appropriate, the individual against whom the complaint is being made. Any complaint against an individual should be dealt with in a confidential manner. The form should be addressed to the QAS Manager in the first instance: QAS Manager, SHEU, Freepost RRXL-UEYT-ETKB, 3 Manaton Court, Marsh Barton, Exeter EX2 8PF
2. The complaint form will be acknowledged within 5 working days of receipt and a letter and/or email will be sent acknowledging the complaint, plus a copy of the complaints policy.
3. The Quality Assurance Manager will:
Log all action on the complaints form and refer to the appropriate person for investigation:
Further information may be sought from the complainant
4. A decision or at least an update will be provided to the complainant within 10 working days.
Where a full response cannot be given, a letter and/or email will be sent to the complainant outlining progress in dealing with the complaint and indicating when a response will be sent. Complainants will be invited to read and sign the complaint form (App. 1) confirming that action taken is satisfactory.
5. If the complainant is satisfied with SHEU's explanation or proposed action, the matter will be considered closed. If the complainant is still dissatisfied with the explanation or course of action they will have the right to appeal to a Director.
6. Appeals will be considered and confirmation given that the action proposed is adequate or whether further or different action is required.
7. The outcome of the decision will be confirmed in writing and/or email within 10 days of receipt of an appeal.
Where a full response cannot be given, a letter and/or email will be sent to the complainant outlining progress in dealing with the complaint and when a response is likely to be forthcoming – normally a further 10 days.

Appeals

If a customer is not satisfied with the decision received in the communication from the Quality Assurance Manager, they may appeal in writing to a Director. Appeals will normally be considered by a Director unless they have been involved with the case: in this event, the matter will be dealt with by the other Director.

One of the Directors will investigate the appeal. Whereas each of the stages of the policy involves full investigation of the matter, the Director will only be concerned with two issues.

1. Was the immediately preceding stage of the complaints procedure conducted in accordance with the policy, and
2. Was the final decision reasonable and in accordance with the facts of the case?

The Director will only take action if they feel that the correct procedures have not been followed or if the outcome does not appear reasonable in the light of the facts of the case. The Director will confirm the decision within 10 working days.

Records and Review

SHEU will log, via the complaints form (App.1), all informal and formal complaints and their outcomes and will use such information to inform reviews of its procedures.

The details of all complaints will remain confidential to those staff involved in the consideration and investigation of a complaint and to those involved in maintaining the records of complaints.

The QAS Manager can provide an annual report/self evaluation of complaints received.

APPENDIX 1

COMPLAINT FORM

Section 1: Complainant Details	
Name:	
Address:	
Telephone:	
Email:	

Section 2: Details of Complaint (please be specific)	
Form completed by (please print)	
Signed:	Date:

When completed please forward this form to the:
 Quality Assurance Manager, SHEU, Freepost RRXL-UEYT-ETKB, 3 Manaton Court, Marsh Barton,
 Exeter EX2 8PF

Office use only		
INFORMAL <input type="checkbox"/>	FORMAL <input type="checkbox"/>	APPEAL <input type="checkbox"/>
QAS Manager Signed:		Date:
Section 3: Details of Action Taken (please be specific)		
Action taken	Who	When
QAS Manager Signed:		Date:
Section 4: Complainant invited to reply		
Complainant sent form	<input type="checkbox"/>	Date:
Complaint fully resolved	<input type="checkbox"/>	
Complaint partially resolved	<input type="checkbox"/>	
Further explanation required	<input type="checkbox"/>	
Please give details		
Form returned by (please print)		
Signed:		Date:
QAS Manager Signed:		Date:
File closed	<input type="checkbox"/>	