

# RDP International Ltd

## Complaints policy and procedure

### Our Aim

RDP International Ltd (RDPI) is committed to providing a quality service and to working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and stakeholders and, in particular, by actively responding to complaints, and by putting mistakes right.

We aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with complaints promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures
- we thank people for any compliments in the most appropriate way

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints about our services, published materials (including the web), facilities and staff.

### Definitions

**Compliment:** a compliment is deemed to be an expression of satisfaction about the standard of service / product we provide

**Complaint:** a complaint is defined as an expression of dissatisfaction; however it is expressed. This includes complaints expressed face to face, via a phone call, in writing, via e-mail or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction”, even when the word “complain” or “complaint” is not used.

## Complaints

The formal complaints procedure is intended to ensure that all complaints are handled promptly, fairly, consistently and, wherever possible, resolved to the complainant's satisfaction.

## Responsibilities

RDPI's responsibility will be to:

- acknowledge the complaint;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- raise concerns at the time directly with a member of RDPI staff;
- if the concerns are not dealt with at the time, then to bring the complaint, in writing, to RDPI's attention as soon as possible, but normally within 2 weeks of the issue arising;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow RDPI a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond RDPI's control.

## Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and RDPI maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

## Complaints Procedure

Written records will be made by RDP International at each stage of the procedure.

### Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint and try to address it "on the spot". An informal approach is appropriate when it can be achieved. If concerns cannot be satisfactorily resolved informally at the time, then the formal complaints procedure should be followed.

### Stage 2

If the complaint cannot be resolved informally at the time, the complainant should be advised that a formal complaint may be made and the following procedure should be explained to

them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

- 1) A formal complaint can be made either verbally or in writing. If in writing, completion of the attached form is required. If verbally, a statement should be taken by a member of the Management Team, staff member or a supervisor.
- 2) In all cases, the complaint must be passed on to a Director. In the event of a complaint about a particular Director, the complaint should be passed to another Director.
- 3) The Director, depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.
- 4) One of the above will investigate the complaint. Any conclusions reached will be discussed with the staff member involved and their Line Manager.
- 5) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible, then they will receive an interim communication explaining the circumstances and estimating when the complaint will be fully resolved.

### **Stage 3**

- 1) If the complainant is not satisfied with the above decision, then a meeting will be organised where the complaint can be discussed further. If the complaint is from someone in a client organisation, then the meeting should include someone from that organisation (eg. another person from the complainant's team, someone from HR)
- 2) This group will examine the complaint and may wish to carry out further interviews, examine files / notes. They will respond within four weeks in writing. Their decision will be final.

## **RDP International Ltd**

### **Complaints Form**

You may use this form to make a suggestion or to make a complaint about RDP International Ltd.

Please complete the form and return it as soon as possible.

**Your Name** .....

**Address** .....

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**e-mail address**

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**Telephone** .....

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**Date of "incident":** \_\_\_\_\_ **approximate time:** \_\_\_\_\_

**Suggestion / complaint / comment**

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**What action would you like to be taken?**

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**If you would like to discuss the matter, when would be convenient?**