



CAMGROUPSERVICESLTD

COMPLIMENTS AND COMPLAINTS POLICY

VERSION 1.1

1. Version Control

VERSION	REVIEWER NAME	DATE	NEXT REVIEW	COMMENTS
1.0	Callum Muir	27/10/2020	27/10/2021	Created
1.1	Emily Britten	12/09/2023	12/09/2024	Updated

Complaints Policy

1. Our Aim

CAM Group Services Ltd is committed to providing a quality service and 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 customers and associates, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore 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 it 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 recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- treat every complaint seriously
- resolve informal concerns quickly
- keep matters low-key where appropriate
- 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 from members of the public about our services, facilities, staff and volunteers.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

Within the scope of this policy, a complaint is defined as an expression of dissatisfaction in the services we provide or the way we have operated in the course of our work, however, it is expressed. This would include feedback or comments expressed face to face, via telephone, in a meeting, in writing or email, or by any other method.

Staff have been trained on this policy and will have sufficient knowledge to be able to identify an "expression of dissatisfaction" even when the word "complain" or "complaint" is not used.

3. Purpose

We always welcome comments and feedback, including from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service. This can be used to demonstrate to others as an example of good practice.

4. Complaints

Just as we welcome positive feedback, we also welcome feedback that can help us improve. Whenever we receive negative feedback, we treat this as a complaint, even if the original person making the feedback doesn't express this.

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

All complaints will be logged into a dedicated complaints log. The log will detail:

- the date the complaint was made
- the name and contact details of the complainant
- the person/s dealing with the complaint
- a brief description of the complaint
- the target date to respond by, and
- actual date of response.

5. Responsibilities

CAM GROUP SERVICES LTD responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action, where appropriate, to prevent a similar incident from occurring.

We ask complainants to:

- give us as much of the information as possible, including your name and address, the date and time the incident happened and who was involved
- give details about any evidence you have, such as photographs.
- tell us how it impacted you and how we can get in contact.

Once we have the full information, we can start investigating. We may need to contact you for more information or clarify some of the information you have given.

6. Confidentiality:

We will, where at all possible, maintain confidentiality. Please note that there are times we may have to discuss the incident with the staff member, or the company we are working on behalf of, so that the complaint can be properly investigated and resolved. If this be the case, the situation will be explained.

7. Senior Management Team

Senior Management Team will review all feedback and complaints to look for root causes of service failures. They will make changes to the operations systems to prevent future reoccurrence of problems.

8. Complaints Procedure:

Evidence and written records must be made by CAM Group Services Ltd at each stage of the procedure.

Stage 1

The complaint will be forwarded to the Office Manager for investigation.

The Office Manager will gather the facts, evidence and speak to the complainant to discover the issues around the incident. They will, where appropriate, speak to relevant staff members and managers to seek a resolution. Once the investigation is resolved, we will contact the complainant to inform of the resolution with background information on what we have found and how we will prevent this sort of incident from happening again. If the complainant wants the resolution in writing, this will be produced.

Stage 1 will be completed within 5 working days of the complaint being logged.

If the complainant is not happy with a response, the complaint is escalated to Stage 2.

Stage 2

Complaints escalated to stage 2 will be investigated by a Director.

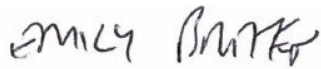
The Director will gather the facts and evidence available and speak to the complainant to discover the issues around the incident. They will, where appropriate, speak to relevant staff members and managers to discover more.

Once the investigation is resolved, the Director will contact the complainant to inform of the resolution with background information on what we have found and how we will prevent this sort of incident from happening again. The result of the decision taken and information around it will be provided in writing.

Stage 2 will be completed within 7 working days of the stage 2 being logged.

If necessary, CAM Group will share details of the complaint with the client organization so they have visibility of the event and how it was resolved.

Signed

A handwritten signature in black ink that reads "Emily Britten". The signature is written in a cursive, slightly slanted style.

Emily Britten
Operations Director
12/09/2023