

COMPLAINTS POLICY

Staff 2000 Limited is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

STATEMENT OF INTENT

It is commonly agreed that Staff 2000, its customers and all of its employees share a common interest in the equitable settlement of issues causing dissatisfaction, either to a service user or to group of service users. Such issues should be settled as close as possible to the level at which they arise.

SCOPE

This procedure is designed to allow an individual customer or service user, or group of customers, to seek redress through the appropriate line management to Director level in matters specifically contained within the remit of this procedure, any area of employee dissatisfaction should be actioned via the grievances and disputes procedure or in the case of allegations of abuse through the abuse policy.

In order to appropriate the orderly and swift consideration of complaints, provision is made for consideration at the first line, local office manager and Director levels. If any service user is unclear about the line of action to follow the Bournemouth office will provide guidance.

BOURNEMOUTH OFFICE: 236 Old Christchurch Road, Bournemouth BH1 1PE

SOUTHAMPTON BRANCH: 9 High Street, Southampton SO14 2DH

PORTSMOUTH BRANCH: 146 Commercial Road, Portsmouth PO1 1EX

COMPANY REGISTRATION: 04890065 **VAT REG:** 723 5961 25 **Director:** Mr. Dimitri Eikosipentarchos

COMPLAINTS PROCEDURE

If you have a complaint, please contact Susan Elsworth, HR Manager at our Head Office in Bournemouth on 01202 292995 and/or you can write to her at 236 Old Christchurch Road, Bournemouth BH1 1PE.

Next Steps:-

1. All complaints from customers are recorded at Head Office and contain information relating to the date, time, name of complainant and name of employee(s) about whom the complaint has been made.
2. During any and all initial contacts regarding complaints the service user will be requested to lodge formally the complaint in writing.
3. Subsequent to the above, (2) written acknowledgement of the initial contact will be forwarded to the customer on the same day of receiving your complaint, together with a copy of the Staff 2000 Complaints Procedure.
4. Further to this, the employee that the complaint is directed towards will be immediately contacted via telephone and in writing and formally invited to meet with Susan Elsworth to discuss and hopefully resolve your complaint. This preliminary investigation will take place within one working week of receipt of the customer's complaint.
5. All Staff 2000 employees have the right for a third party to be present during the preliminary or any subsequent interview and will be informed of this at initial contact.
6. Subsequent to the initial interview and receipt of customer's written complaint, a review of all the pertinent material will be undertaken within one (1) working day.
7. Further to (6), and within one working week, a further interview with the employee will be undertaken to inform the employee of any and all possible disciplinary actions. Written confirmation of any and all action taken against the employee will be forwarded to both the employee and the customer. In the case of either party being dissatisfied with the outcome of the decision making process both parties have the right for a further review of the incident to be undertaken.
8. All recorded episodes of complaints will be regularly audited to identify any possible areas of recurring complaints. In addition to this, local office Health Care Coordinators will continually review the performance of all Staff 2000 (medical) employees.

If we have to change any of the time scales above, we will let you know and explain why.