



# PROCEDURE

## Customer Complaints Procedure

Issue date: 01/01/2018

### Contents

PROCEDURE.....	1
Customer Complaints.....	
BACKGROUND.....	2
RESPONSIBILITY.....	2
PROCEDURE.....	2



## BACKGROUND

Inspira is committed to providing exceptional customer service. However, we accept that sometimes mistakes are made. When something goes wrong, we need our customers to tell us about it to ensure our company is continuously improving.

If an issue cannot be quickly and satisfactorily resolved by the member of staff dealing with the customer, details of our formal complaint procedure should be provided through the Customer Complaint leaflet, which informs customers of the procedure and the service they can expect to receive, should they wish to pursue a complaint.

## RESPONSIBILITY

It is the responsibility of all staff to ensure that any complaints received are resolved effectively and promptly. It is the responsibility of Area Managers and other line managers to ensure that all staff follow this procedure and that a 'no-blame' approach is adopted to encourage openness and transparency.

## PROCEDURE

Customers must be able to make a complaint by whichever means is most appropriate for them, including online, telephone, email, in writing, or through an intermediary.

Staff will fully support customers in making their complaint, arranging an advocate, scribe or interpreter if necessary.

Formal complaints should be directed to the relevant manager who will acknowledge receipt **within three working days** of receiving the complaint.

The complaint will then be passed on to an appropriate manager to review and investigate.

The investigating manager will send a detailed written reply to the customer; including his/her suggestions for resolving the matter, **within 14 working days** of the acknowledgement being sent.

If the customer is not satisfied with the response the complaint will be passed to the relevant Director to review the decision.

The relevant Director will write to the customer within 14 working days of receiving a request for a review, confirming the final decision and offering a full rationale.

If the customer is still not satisfied, the complaint will then be passed to the Chief Executive to resolve.

If any of the above timescales cannot be met the customer must be informed and offered an explanation of the delay.

