

# Customer Complaint Policy

This is the statement of general policy and arrangements for:		<b>THE RIGHT TO WORK</b>
Debbie Lyall Sharron de Abreu Faria Louise Macmillan		<b>has overall and final responsibility for Customer Complaints</b>
All Job Coaches and Senior Job Coaches		<b>has day-to-day responsibility for ensuring this policy is put into practice</b>
Statement of general policy	Responsibility of: Job Coach	Action/Arrangements (What are you going to do?)
Encourage complainant to discuss issues immediately with the aim to settle any complaint there and then.  Have printed information for customers to use when they want to speak to someone else regarding the complaint – ie copies of this policy  If Complaints are unable to be resolved by talking the issues through then a formal letter / email of complaint needs to be requested. This should be sent immediately to the MD or either Director	Senior Staff member  Managing Director	Promote a friendly relationship between staff and customer bas  Provide training for the team to manage complaints effectively  Have a process for passing complaints on to MD if necessary  Each provision to have copies of this policy  All complaints to be dealt acknowledged within 12 hours and closed (where possible ) within 48 hours
TRTW welcome complaints and have an open policy where areas of dissatisfaction are dealt with in a friendly, responsible manner – seen as helpful rather than an official complaint	Senior Staff member  Managing Director	Feedback Box in situ within the Hewitt's café with signage and information explaining its purpose and our ethos  Complaints and Suggestions to be emailed or sent in a written format
Have information of likely syndromes and conditions of the work team – showing how characteristics may differ from their own	Senior Staff member  Managing Director	Copies of this information should be kept at each provision

Signed: * Debbie Lyall	Managing Director	Date:	July 2019
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Customer Complaints Policy is kept	In the policy File at each provision
Customer Complaints	Should be sent in writing or email to: <a href="mailto:debbie@therighttowork.co.uk">debbie@therighttowork.co.uk</a> / <a href="mailto:louise@therighttowork.co.uk">louise@therighttowork.co.uk</a> / <a href="mailto:art@therighttowork.co.uk">art@therighttowork.co.uk</a>

