

Complaints Policy & Process

Version Control:

Version	Author	Changes	Review Date	Approval
1.10	CH	Insert: CSW is committed to providing a quality service and working in an open and accountable way that builds trust, whilst acting with integrity, in a professional and responsive way. Version control table added to the beginning of the document.	19/01/2022	19/01/2022
1.11	CH	Amend Executive Board to Senior Leadership Team (SLT) Add: Policy Access and Availability This policy is located on our website at Home - CSW Group Ltd. and internally on our Intranet.	10/02/2023	10/02/2023
1.12				

Complaints Policy Statement

CSW is committed to providing a quality service and working in an open and accountable way that builds trust, whilst acting with integrity, in a professional and responsive way. We aim to improve our service by listening and responding to the views of our clients and stakeholders, replying positively to complaints, and rectifying issues.

The purpose of our Complaints Policy and Process is to ensure that all complaints are dealt with promptly and consistently and are handled with courtesy and fairness.

We will

- handle complaints within established time limits, and keep you informed of progress.
- investigate your complaint, carry out appropriate action to resolve the issue and provide you with a response.
- keep you informed of our progress in the case of complex complaints, which take longer than 10 days to resolve.
- refer complaints promptly when the initial complaint has not been resolved to your satisfaction.
- record responses to all complaints together with the details of the action taken, so we can learn from any issues.
- resolve 95% of complaints within four weeks.
- monitor the number of complaints we receive and aim that this is less than 0.5% of our customer interactions each year.

Review

This policy will be reviewed annually.

Policy Access and Availability

This policy is located on our website at [Home - CSW Group Ltd.](#) and internally on our Intranet.

Approved



Chris Saxby

Managing Director

What happens when you make a complaint?

We will aim to resolve your complaint informally and at the point of contact. However, we will record your contacts details and your complaint so that we can learn from any issues that arise.

- **Stage one:** If unresolved informally at the point of contact, your complaint will be passed to the local manager for resolution.

They will contact you and try to resolve your complaint within 5 working days. Where your complaint cannot be resolved within the stated timescales, you will be kept informed of the progress and status of your complaint.

- **Stage two:** If your complaint cannot be resolved by the local manager, it will be escalated to a member of our Senior Leadership Team (SLT).

You will then be contacted within 5 working days of the complaint being referred.

Where your complaint cannot be resolved within the stated timescales, you will be kept informed of the progress and status of your complaint.

- **Stage three:** We hope that we will resolve your complaint, but if we can't, then it will go to an appeals panel. This will be held by the Board of Directors and meet within 10 working days of the complaint being referred by SLT.

- **Stage four:** If you remain dissatisfied with the Appeals Panel response, you can escalate your complaint to the relevant Funding Body. Details of which will be included in the response you receive from the Board of Directors following the appeals panel meeting.

How to make a complaint

- You can do this in whatever way you prefer; by letter, using this form, by email, phone or in person.
- You can pass your complaint to any member of staff.
- You can contact us at CSW Group Ltd, Poseidon House, Neptune Business Park, Cattedown, Plymouth, PL4 0SJ, Tel: 01752 207700
- You can contact us by e-mail: contact@cswgroup.co.uk

Customer Complaints Form

Name of Customer:

Address:

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Telephone number:

E-mail:

Preferred contact method:

Date:.....

Comments:.....

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