



**INNOVATE
DORSET LTD[®]**

"a Desire to Inspire"

Innovate Dorset Ltd Company Policy
**Complaints & Compliments
Policy**

Agreed by on behalf of the
Company: Mr K Tatchell

A handwritten signature in black ink, appearing to be 'K Tatchell', written over a horizontal line.

We are committed to reviewing our policy and good practice **annually**.

This policy was last reviewed on: Date: 11th October 2019

Next Review Date: 24th October 2020

Complaints & Compliments Policy

Innovate Dorset aims to provide excellent services to all our clients, but occasionally things go wrong. Complaints help us to put things right and make sure the same mistake does not happen again.

We welcome our clients' and Mentees' views and will use them to improve our services. The purpose of this policy is to provide a framework for dealing with complaints, comments, and compliments.

Definitions

- A complaint is an expression of dissatisfaction about Innovate Dorsets' action or lack of action, or about the standard of service.
- A comment is an opinion or belief, feedback or remark expressed by a client. Where the client indicates they expect a reply, or where it is otherwise thought appropriate to do so, this should be dealt with as general correspondence.
- A compliment is defined as a client statement of positive recognition or praise for a service or individual. Where appropriate staff may acknowledge compliments.

Complaints Procedure

Clients can make a complaint in any way they choose. When a complaint is made verbally, staff should record the details of the complaint and the outcome the client is seeking. If the staff member can quickly resolve the complaint themselves, they should do so. Otherwise, details of the complaint and the desired outcome should be agreed with the complainant and forwarded to senior management.

1. Complaints will be acknowledged within 3 working days.
2. All complaints will be treated with an appropriate degree of confidentiality, and information will only be shared with staff as necessary to assist in understanding what has happened and to respond.
3. We will reply to a complaint as soon as we can and our aim is to gather any further information which is needed and to respond within 14 days of telling the complainant who is dealing with it. Where this is not possible, we will let the complainant know when they will receive a full response.