

Greenlight Consultancy Group Limited

Complaints Policy and Procedure

Our Aim

Greenlight Consultancy Group is committed to providing a quality service and working in an open, accountable, and transparent way that builds trust and respect from our customers. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and focusing on responding positively to complaints and ensuring we fix any mistakes in a swift and professional manner.

Therefore, we aim to ensure that:

- Making a complaint is as easy as possible
- We welcome feedback and suggestions from customers and suppliers
- All complaints are treated as a clear expression of dissatisfaction in our service and an immediate response is needed
- Complaints are dealt with promptly, politely, and confidentially
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- Resolve informal concerns quickly
- Ensure feedback is taken on and implemented
- Ensure customer satisfaction that complaints are dealt with in an open and honest way.

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, and staff.

Definitions

A complaint is defined as any expression of dissatisfaction; however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain”, or “complaint” is not used.

Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

Responsibilities

Greenlight Consultancy Group Limited's responsibility will be to:

- acknowledge the formal complaint in writing upon acceptance
- respond within a stated period of time
- deal reasonably and sensitively with the complaint, and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Greenlight Consultancy Group's attention normally within 8 weeks of the issue arising. This can be received via letter or e-mail.
- raise concerns promptly and directly with a member of staff at Greenlight Consultancy Group Ltd
- explain the problem as clearly and as fully as possible, including any action taken to date.
- allow Greenlight Consultancy Group Ltd a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Greenlight Consultancy Group's control.

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Greenlight Consultancy Group maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

Complaints Procedure

Written records must be made by Greenlight Consultancy Group at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed. A response will be provided to the complainant within 24-hours.

Stage 2

If the complaint cannot be resolved informally, the customer/client should be advised that a formal complaint may be made, and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

- a) A formal complaint can be made either verbally or in writing. If in writing the attached form should be used. If verbally, a statement should be taken by a member of the Management Team, staff member or a supervisor.
- b) In all cases, the complaint must be passed on to the HR Manager. In the event of a complaint about the HR Manager the complaint should be passed to the Managing Director, and if the complaint is about the Managing Director this must be passed on to the Board of Directors.
- c) The HR Manager or Managing Director depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.
- d) One of the above will investigate the complaint. Any conclusions reached should be discussed with the staff member involved and their Line Manager.
- e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

Stage 3

- a) If the complainant is not satisfied with the above decision, then a sub-group of the Board of Directors will convene.
- b) The sub-group will examine the complaint and may wish to carry out further interviews, examine files / notes. They will respond within four weeks in writing.
- c) If the complainant is not satisfied with the outcome of the sub-group findings, then their complaint can be raised to the Ombudsman Services. Their service is impartial and free to use.

Greenlight Consultancy Group Limited
Complaints Form

You may use this form to make a suggestion or to make a complaint about Greenlight Consultancy Group.

We would like you to return this form as soon as possible.

Your Name

Address

.....

Telephone

Date of incident

Approximate time of incident

Suggestion / Complaint

What action would you like to be taken?

What times are convenient for you to have an appointment to discuss this?

Greenlight Consultancy Group Limited
Complaints Form

Relevant Correspondence Addresses/Email Addresses

If the complaint is to be made in writing via post, then the above form should be completed and sent to:

FAO - HR Manager, Greenlight Consultancy Group, Oldways Road, Ravensden, Bedford MK44 2RF

If the complaint is to be made in writing via e-mail, then the above form should be completed and sent to:

FAO – HR Manager – contracts@glcg.co.uk

If the complaint is informal, and would rather discuss on the telephone, please call:

0330 128 9618 – and request to speak with the HR Manager