

Complaints Policy.

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Document Revision and History

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1. Introduction

If you have a complaint about PNE Group, we want to hear about it, and we will do our very best to put things right.

Our Customer Complaints Policy has the following aims:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

2. Who can complain?

Anyone who:

- Is receiving or has received a service from us
- Has been refused a service which they think they may need

This policy does not cover complaints made by PNE staff who need to follow agreed grievance, disciplinary or reporting a matter of concern (whistleblowing) policies.

3. How to complain

PNE Group would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact us at PNE Group and speak to the member of staff who is working with you.

Most straightforward complaints will be able to be addressed immediately in conversation, by email, or by using social media at the time at which the complaint is made, wherever appropriate using the same medium of communication as used by the complainant.

If you are not satisfied with the outcome or do not wish an informal solution, you may pursue a formal complaint, which should be directed to the appropriate line manager.

4. What happens next?

You will receive an acknowledgement of receipt of your complaint within 48 hours.

Your complaint may be allocated to another impartial member of staff who will be responsible for investigating your complaint.

You may be contacted to make sure that we have understood your complaint properly.

You may be invited for an interview by the person investigating the complaint.

We will update you on the progress of your complaint within 5 working days of its receipt. At this stage, if we have not been able to resolve your complaint, any extension of this time limit will be explained to you, outlining the reasons as to why additional time is required.

If a criminal offence is alleged, then the police will be informed. Internal investigations may be delayed subject to the outcome of a police investigation.

5. Complaints – recording, monitoring and learning

All complaints will be recorded and where applicable include:

- Date received and unique reference number
- Contact details of the person making the complaint
- Details of the complaint
- Investigating officer
- Dates by which initial and final correspondence is due to be sent
- Copies of all documentation, including complaint letter, investigation Report, correspondence with the person making the complaint
- Details of the whether the complaint is upheld

Complaints will be monitored as part of the QMS

The purpose of this monitoring is to:

- ensure PNE's standards for complaints management are met
- identify at an early stage key themes / trends
- review any learning and ensure practice is changed where necessary to reflect this

The Complaints Policy forms part of the OP6 Corrective Action Procedure and, OP7 Customer Complaints Procedure under PNE's quality management system which meets the standards of ISO9001:2015.