

Customer Service Policy

Date of Policy: September 2018
First Copy Approved by: Sarah Sturmey
Chief Executive Officer

Signed:  **Date:** April 2021

Date of Next Review: April 2023

Review Dates:	Review Comments:	Reviewed by:
September 18	First addition	B Harris
April 2021	Reviewed. No changes other than cosmetic	B Harris

CUSTOMER SERVICE

- Excellent
- Very Good
- Good
- Average
- Poor

Compliments about our service

We hope that all our customers, including young people, contractors, social workers etc. all received a great service from Pure Insight. We certainly welcome and value positive, constructive feedback and comments.



We may use some of the comments to promote the wonderful achievements of our young people and the valuable work our volunteers and staff do. We may do this via our website, use in bids and reports to our Contractors and Board members. If necessary we will always anonymise comments etc. and if appropriate will always get your permission.

Any compliments or positive feedback received about individuals or the team will be fed back to them.

When things go wrong

As much as we would like to, we may not always get it right.

It is our aim to deal with complaints as soon as they arise, put things right with the complainant, apologies and if necessary change the way we do things so things will not go wrong again. We hope that most things can be dealt with at the time, on a one to one, face to face basis.

Formal complaint

There are times when the complaint may be more serious, or the complainant would like the complaint to be treated in a more formal way.

All complaints will be treated as confidential. However there is a statutory requirement for the Company to notify specific agencies / contractors about certain serious types of complaints, for example, allegations of professional misconduct, criminal offences. If it is necessary to share this information we will discuss this with the complainant prior to the information being released. Any complaints relating to Safeguarding will be managed through the safeguarding Policy.

Our time frame and persons responsible

Who	Action	Notes
Complainant	Complaint received – if verbal complainant will be asked to put in writing	We will not accept Text message or anything written on Social Media
Insight Staff	Pass to your Line Manager within 48 hours	
Line Manager	Will acknowledge the complaint in writing within 3 working days Inform CEO there has been a formal complaint	Be clear on what we understand the complaint is and what our next steps will be including the name of person conducting investigation and their contact details

Investigator	Will complete any investigation within 28 days or let the complainant know why there are delays (this could be due to annual leave, dealing with external agencies)	We should always aim to complete any investigation as quickly as possible
Investigator	Will write to the complainant with the outcome of the investigation stating that if not satisfied they have a right of Review	Should also / consider if appropriate, to make an apology, explain why this happened, what steps to reduce or stop this happening again. No need to be specific if actions taken are disciplinary
CEO	After a period of 28 days if the Complainant has not asked for any appeal or review the CEO will Report to Board	
If there is an Appeal Complainant	Must write to us in 14 days of the date of the outcome letter going out, asking for a review and why: or request a meeting with the investigator to explain why.	If there is a meeting the Investigator should make notes but not make any further decisions
Investigator	Report to CEO for review	Must pass all documentation and notes of any meetings / conversations
CEO	Review complaint and if necessary complete further investigation The CEO will write to the complainant within 28 working days of receipt of appeal letter with the outcome CEO should report any escalation to a member of the Board of Trustees immediately CEO will report to board	This may also involve meeting the complainant The complaint will cease to be investigated if the complainant states, verbally or in writing, they intend to peruse in a court of law or they are appointing a solicitor

This Policy will be reviewed every 2 years