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Complaints Policy

Right 2 Manage

COMPLAINTS POLICY

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Right 2 Manage (Dorset) Limited

COMPLAINTS POLICY

1. Introduction

- 1.1 Right 2 Manage (Dorset) Limited (R2M) takes any complaint made against a member of staff, its service or its decisions very seriously. When a complaint has been made, the complainant has the right to have his or her concerns investigated and a full and prompt written response given by the Managing Director.
- 1.2 A complaint may be made to R2M about any matter connected with the exercise of the R2M's functions or by anyone affected by the actions of R2M or an employee of R2M.

This policy and the supporting procedures aim to:-

- Find out what happened
- Satisfy the complainant that their concerns have been addressed, and involve them in decisions about how their complaint is handled
- Make sure a complainant receives an apology where this is appropriate in line with the Principles for Remedy
- Take into account the outcome of any investigation from the complaints in order to improve the way the R2M functions.

2. Responsibility for complaints arrangements

- 2.1 The Managing Director has been designated as the officer to manage the procedure for handing and considering complaints on behalf of R2M. This officer will also, where appropriate, ensure that any necessary action taken as a result of an outcome of an investigation is properly implemented and monitored.
- 2.2 The Managing Director has been designated by R2M as the executive director responsible to the Board for complaints.

3. Procedure for dealing with complaints

- 3.1 A procedure has been established to support this policy, and to give clear guidance on how to handle complaints and any action arising from the outcome of investigations.

Complaint Form

Name of the Employee: _____

Address of the incident: _____

Date of the incident _____

Name of customer _____

Your name if different from above: _____

Address: _____

Mobile number: _____

Home number: _____

Email address: _____

Date of complaint: _____

