

Compliments, Concerns & Complaints Procedure

1 PURPOSE AND SCOPE

- 1.1 To provide a system that will monitor the way in which we respond to a concern and the actions taken to prevent re-occurrence of the same problem to assure that AVOW provide a first class service.
- 1.2 This complaints procedure will apply to all complaints and concerns.
- 1.3 The procedure is included in the booklet 'Compliments, Concerns and Complaints', which is available at reception. All front line staff should also have copies for distributing as necessary.

2 RECORDS

- 2.1 A copy of any Compliment, Concern or Complaint should be provided to the Chief Officer for consideration. The CO will determine what future action (if any) is required. If the matter is in relation to the chief Officer or Deputy the matter should be sent to the Chair to determine what action (if any) is required.
- 2.2 Compliment and Complaint forms should be kept for a minimum of 12 months, or longer if the complaint becomes long running. The Concerns Record book is located in the Chief Officer's room. Records on any matter concerning the Chief Officer or Deputy will be retained by the Company Secretary.

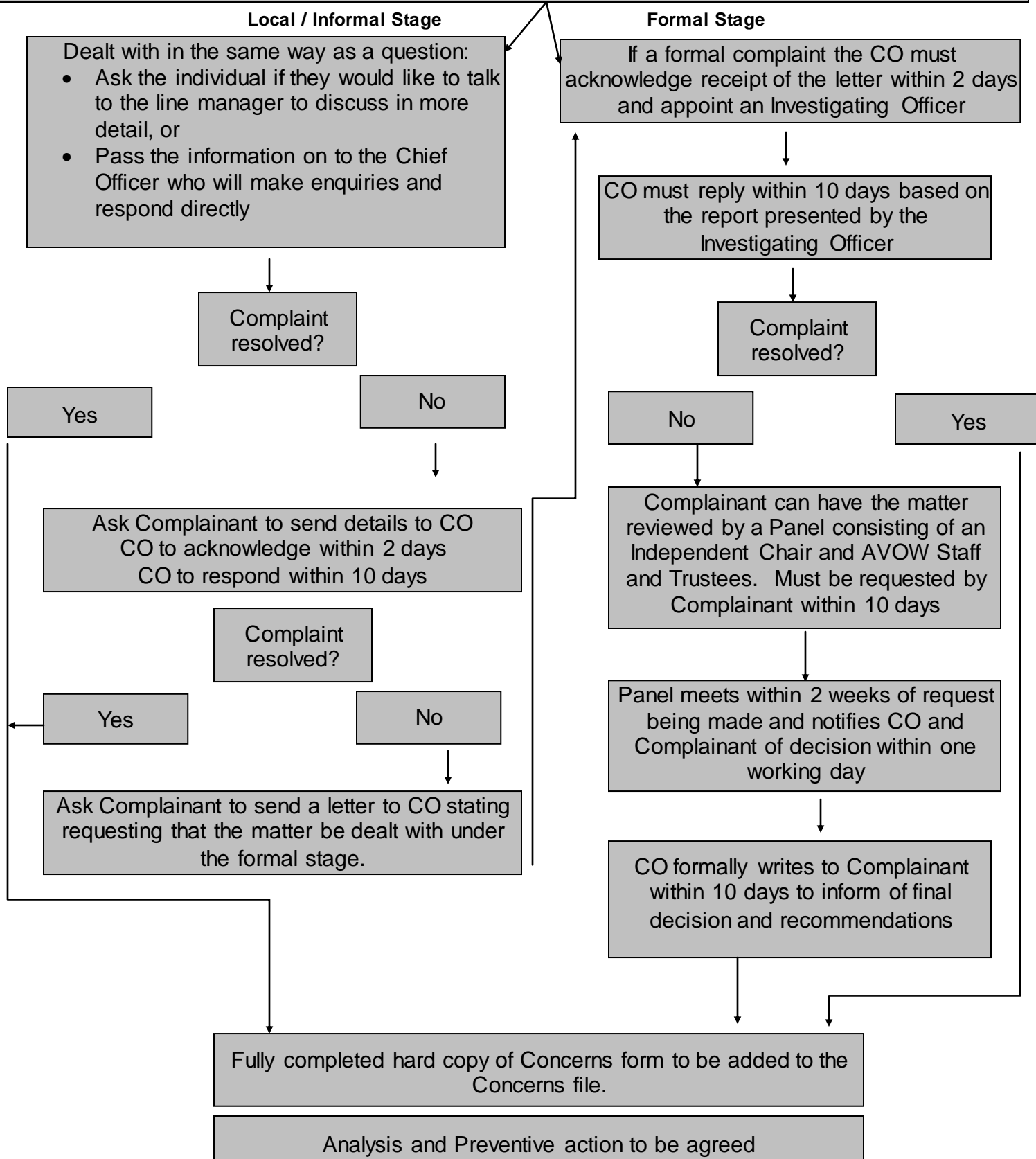
Supporting documentation:

Appendix

- A Compliments, Concerns and Complaints Booklet
- B Complaints Procedure flow chart
- C Concerns/Complaints Form

Appendix B – Complaints Procedure Flowchart

Employee receiving the Complaint completes the first three sections of the External Complaint Form and e-mails a copy to the relevant departmental manager and the Chief Officer (CO) (or Chairman in the case of an issue with the Chief Officer or Deputy- substitute CO with Chairman in this flow chart)



Appendix C – Concerns Form

Dept:	Date:	Time	Passed to (1)
Name of Person Taking Complaint:			

2. CLIENT DETAILS (If Applicable)

Organisation:	Contact:	
Address:		
Post Code:	Tel No:	Fax No:

3. CONCERN DETAILS

Concern Details:

4. FULL DETAILS OF RESOLUTION

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5. WHY DID THIS CONCERN OCCUR IN THE FIRST PLACE?

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6. DATE CLIENT CONTACTED:	CLIENT SATISFIED: (Delete as applicable) YES Go to 8 NO Go to Formal stage
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7. FORMAL STAGE

7.1 LETTER ACKNOWLEDGED DATE:	7.2 INVESTIGATION OFFICER:
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7.3 CO FORMAL RESPONSE ON RECEIPT OF INVESTIGATION REPORT SENT DATE:	CLIENT SATISFIED: (Delete as applicable) YES Go to 8 NO Go to 7.3
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7.4 PANEL MEMBERS:	7.5 DATE OF PANEL MEETING:
	7.6 DATE CO & COMPLAINANT INFORMED OF PANELS DECISION:
	7.7 LETTER SENT FROM CO / CHAIR INFORMING OF FINAL DECISION & RECOMMENDATIONS. DATE:

8. DATE RESOLVED:	9. SIGNED
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10. ACTION TAKEN TO PREVENT RECURRENCE

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Agreed:	Print Name:
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PLEASE ENSURE THAT ONCE THIS FORM IS COMPLETED, A HARD COPY IS ADDED TO THE CONCERNS FILE HELD BY THE CHIEF OFFICER.= or COMPANY SECRETARY IN THE CASE OF AN ISSUE WITH THE CHIEF OFFICER OR DEPUTY