

Freedomlink Complaints Policy and Procedure

Policy

Freedomlink strives to offer the highest quality, professional support at all times. However, if a problem arises, Please let us know, Freedomlink will endeavour to swiftly resolve the issue to the satisfaction of the person or organisation making the complaint, in accordance with the following policy and by means of the procedure outlined below. All complaints will be handled in a professional and non-confrontational manner and are completely confidential.

Procedure

You can complain at any time either informally or formally, You can also either complain by verbally or in writing.

1. If you wish to make a complaint in writing , please do so in writing to the Freedomlink manager, Louise Westley by email (freedomlink01@hotmail.com) or using the Complaints Monitoring Form. If you wish to complain by verbally, Please contact Louise Westley on 07941 402778 This is available on the Freedomlink website. Please mark your complaint as urgent, requiring immediate attention.
2. All complaints will:
 - a. be acknowledged upon receipt
 - b. be accurately recorded in the Complaints' Log
 - c. be responded to immediately (where possible and appropriate)
 - d. have appropriate actions identified
 - e. have a person/persons nominated to complete these actions
 - f. have an agreed timeframe for actions
 - g. be monitored for completion
 - h. be communicated to the complainant
3. Complaints will initially be heard by and responded to by the Freedomlink manager, Louise Westley using the most appropriate method of communication. If necessary, or if requested by the complainant, they will be forwarded to a second party, Ramila Singh. Experienced, professional and independent complaints overseers have been nominated to deal with any unresolved or disputed complaints.
4. If a complaint cannot be dealt with immediately, an action plan to address the complaint will be drawn up for discussion and agreement within 24 hours of its receipt. This will detail the proposed actions, the person nominated to complete these, the agreed timeframe (including any necessary milestones), the expected completion date and monitoring arrangements. Freedomlink will endeavour to resolve all complaints as swiftly as possible
5. The person/organisation making the complaint will be kept regularly informed of proposed action and progress
6. Progress on actions identified will be monitored by the Freedomlink manager and/or the nominated complaints officer(s). If deadlines have not been met, reasons will be identified and remedial action taken

7. If the person/organisation making the complaint remains dissatisfied, the complaint will be forwarded to a third party Jane Hammond . Experienced, professional and independent complaints overseers have been nominated to deal with any unresolved or contended complaints.
8. Complaints will be recorded on the Complaints Monitoring Form (a copy of which is available on the Freedomlink website). These, and all subsequent actions, will be recorded in a Complaints' Log which is subject to annual evaluation for service improvement

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Complaints Monitoring Form

To be completed for all complaints received by Freedomlink.

Please email (freedomlink01@hotmail.com) marking your complaint as urgent, requiring immediate attention.

Name of complainant:

Date and time:

Complaint rec'd by:

Reference:

Contact name and organisation:

Address of organisation:

Contact details:

- Telephone
- Mobile
- Email

Details of complaint:

(attach additional sheets if necessary)

	Action	Completion due date	Person responsible	Completed	Comment
1					
2					
3					

Any additional comments or follow up:

Issue resolved?

Name:
Signed:
Date: