

<b>Complaints Policy</b>	<b>Version:</b>	2.1
	<b>Status:</b>	Final
	<b>Date:</b>	8/1/21

## 1. Approval Record

Name	Role	Date
Rebecca Clake	Office and HR Lead	1/8/20
Deb Peters	Head of Customer Service	8/1/21

## 2. Version History

Version	Date	Author	Description (nature of change/update)
0.1	1/6/20	Rebecca Clake	Initial Creation – Document design proposal
2.0	1/8/20	Rebecca Clake	Final version
2.1	8/1/21	Rebecca Clake	Annual review and version control update. Change of responsibility to Head of Customer Service

## 3. Related Documents

Document Title	Location	Version Number

## 4. Review and Distribution List

Name	Role	Review Required
Deb Peters	Head of Customer Service	Contributor/Reviewer
Rebecca Clake	Office and HR Lead	Contributor/Reviewer
	All staff	For Information Only

## 5. Regulatory Requirements

None

## 6. Introduction

### 6.1 Purpose

This policy sets a framework for dealing with complaints on behalf of We are Digital. The policy ensures members of staff act reasonably and consistently when handling complaints.

## 6.2 Scope

This policy applies to all members of staff who work under a contract of employment with We are Digital. It also applies to agency staff, contractors, and others employed under a contract of service.

## 7. Roles and Responsibilities

RACI	Role	Role Holder(s)	Key Responsibilities
Responsible	Process SME	Deb Peters	<ul style="list-style-type: none"> <li>Ensuring process document accurately reflects current practice</li> <li>Contributing to process changes and improvements, as and when identified</li> </ul>
Accountable	Process Owner	Deb Peters	<ul style="list-style-type: none"> <li>Overall ownership and accountability for process definition and execution</li> <li>Leading change for improving the process</li> <li>Approval point for any changes/update to the process definition</li> <li>Ensuring that any changes are properly documented and communicated</li> <li>Ensuring that ongoing monitoring is in place and carried out</li> </ul>
Consulted	Trainer Network and Quality Assurance Lead	Gemma Higham	<ul style="list-style-type: none"> <li>Monitoring adherence to agreed process through periodic quality reviews</li> </ul>
Informed	All Staff Subcontractors		<ul style="list-style-type: none"> <li>Read and accept of document must be completed in HR system</li> <li>To be included in subcontractor paperwork</li> </ul>

## 8. Instruction

We Are Digital aim to resolve any complaint as quickly as possible and is committed to providing a high-quality service.

We Are Digital will undertake the following actions on receipt of a complaint in order to:

- Ensure everyone knows how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear and acceptable timeframes
- Ensure that compliments and complaints are monitored and used to improve our services

We will ensure that we:

- Listen carefully to complaints and treat complaints as confidential
- Record, process, store and manage all complaints accurately and in accordance with General Data Protection Regulation (GDPR)
- Investigate the complaint fully, objectively and within the stated timeframes
- Notify the complainant of the results of the investigation and any right of appeal
- Inform the complainant of any action that will be implemented as a result of the complaint, where appropriate

## 8.1 External Complaint Process

We Are Digital is committed to providing a high-quality service to everyone we deal with. To do this we need you to provide us with feedback about the service you receive, tell us if we get things wrong so that we can put them right and help us continue to develop and improve our services.

If you have a complaint you are able to contact us in the following ways:

Email: [info@we-are-digital.co.uk](mailto:info@we-are-digital.co.uk)

Telephone: 03333 444019

By Post: We Are Digital, 2nd Floor Friars House, Manor House Drive, Coventry, CV1 2TE

We treat all complaints seriously and you will be treated with courtesy and fairness at all times. Your complaint will be handled sensitively and promptly.

If you are contacting us, please help us by providing as much information as possible regarding your complaint. Please include any relevant dates, times, details of the concern, copies of any correspondence and your contact details.

We will acknowledge receipt of a written complaint within 5 working days and we will send you a full reply within 20 working days of receiving your complaint. If we cannot send a full reply within 20 working days we will tell you the reason why and let you know when we will be able to reply in full. Your complaint will be dealt with by the relevant Manager or Head of Department.

In the event that we are unable to resolve your complaint to your satisfaction you may request a review by a We Are Digital Director and it will be subject to the same timescales as the original complaint.

Anonymous Complaints – please be aware that complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

We will not pass your personal details to any third party without your explicit consent and your complaint will remain confidential to We Are Digital. We are committed to protecting your personal information and take seriously our obligations with regards to the EU General Data Protection Regulation (GDPR).

## 8.2 Third Party Complaint Process

Where complaints are made to third parties relating to We are Digital or its's sub contractors providing a service on behalf of We are Digital; We are Digital will respond in writing to any request for information or investigation within 10 days of receipt of the request from the third party.

Where the information or investigation cannot be responded to in that timeframe, a Director will communicate to the third party explaining the delay and expected timescales for a response.

## 8.3 Internal Complaint Process

- We Are Digital provides details of the Complaints Policy on its website and to all partner organisations and sub-contractors.
- A complaint may be received by email, telephone or post.

- Anonymous Complaints – please be aware that complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.
- We treat all complaints seriously and you will be treated with courtesy and fairness at all times. Your complaint will be handled confidentially and promptly.
- We will acknowledge receipt of a written complaint within 5 working days and we will send you a full reply within 20 working days of receipt. If we cannot send a full reply within 20 working days of receipt we will tell you the reason why and let you know when we will be able to reply in full. Your complaint will be dealt with by the relevant manager or head of department.
- In the event that we are unable to resolve your complaint to your satisfaction you may request a review by a We Are Digital Director and it will be subject to the same timescales as the original complaint.

If you have any questions on the Complaints procedure, please contact [customerservices@we-are-digital.co.uk](mailto:customerservices@we-are-digital.co.uk)

WAD employees should read this document in conjunction with the Complaints Workflow document (Appendix A).

## 8.4 Appendix A - Complaint Workflow

To be used on receipt of any complaint relating to WAD's services

### Complaint Received

Complaint Recorded on Complaint log document by person who received it

Complaint passed to relevant senior manager with copy of Complaints Policy and workflow document

Senior Manager sets up an individual Complainant Correspondance folder in the Complaints folder on the W Drive. New folder name: Surname\_Firstname\_Date of complaint

Acknowledgment letter sent on headed paper (using Appendix B) and saved to Complainant's folder (must be within 3 days to ensure reaches complainant within 5 days timescale) Include a copy of the Complaints Procedure Document

Ensure a record of Consent (where needed) is saved to file in order to discuss the complaint with any external parties e.g. Housing Association, Tutor

### Investigate Complaint

Gather any relevant files, correspondence (letters and emails), statements, incident notes and any meeting or telephone call

Notes

Record the chronology of events that gave rise to the problem that lead to the complaint - and any subsequent events following the complaint being made

Identify any areas of dispute between the customer and WAD

Target any areas that may need further investigation – and consider the time implications

Ensure that all avenues are explored and an objective conclusion is reached

Record the chronology of events that gave rise to the problem that lead to the complaint - and any subsequent events following the complaint being made

Identify any areas of dispute between the customer and WAD

Target any areas that may need further investigation – and consider the time implications

Respond to complaint on headed paper (using Appendix B) ensuring that this meets the 20 working day timescale and a copy saved to the Complainant's folder

If an Appeal letter is received within 30 days of sending Appendix B, update the Complaints Log and pass to a WAD director with copies of all correspondence to date. The WAD Director will then follow this process beginning at the 'Complaint Received' stage.

## 8.5 Appendix B – Letter to Complainant

**PLEASE save a copy of this letter to the complainant’s folder and do not save over this template!  
Ensure that you delete any instructions before printing or sending the letter!**

Date

Name

Address 1

Address 2

Address 3

Postcode

Dear

Re: Complaint received on XXXXX

This is to confirm that We Are Digital acknowledge your complaint dated / received on *(delete as appropriate)* XXXX.

We Are Digital is committed to providing a high-quality service to everyone we deal with and take complaints seriously.

I will now investigate the details of your complaint and send you a full reply within 20 working days.

I enclose a copy of our Complaints Procedure for your reference.

Yours sincerely

Senior Manager Name

Senior Manager Title

*Enc. We Are Digital Complaints Procedure*

## 8.6 Appendix C – Complaint Result Letter

**PLEASE save a copy of this letter to the complainant's folder and do not save over this template!  
Ensure that you delete any instructions before printing or sending the letter!**

Date

Name

Address 1

Address 2

Address 3

Postcode

Dear

Re: Complaint received on XXXXX

I have now had the opportunity to investigate your complaint made on XXXX.

Your complaint was *(insert detailed summary of the complaint or verbatim copy of written complaint)*

*In support of complaint (delete, amend & include relevant actions as required)*

We accept that on this occasion the service you received was below our expected service standards and sincerely apologise for the inconvenience and any distress caused. We Are Digital is committed to providing a high-quality service to everyone we deal with and take complaints seriously. We will now review our internal processes to ensure that any similar situation does not arise again.

*No grounds for complaint (delete, amend & include relevant details as required)*

We have looked into the circumstances surrounding your complaint and feel that on this occasion the situation was dealt with appropriately by the persons involved and therefore do not uphold your complaint. However, We Are Digital is committed to providing a high-quality service to everyone we deal with and look to improve services wherever possible. We will take your comments consideration in future service planning and thank you once again for your feedback.

If you wish to request a review of your complaint by a We Are Digital Director. Please contact us within 30 days of the date on this letter.

Thank you.

Yours sincerely

Senior Manager Name

Senior Manager Title

## 9. Quality Control Log

No	Risk/Issue	Control	Control in Place Y/N
1	Late or non-delivery of process deliverables	Service or procedure level agreements defining timescales for execution of the procedure, or parts thereof	Y

## 10. Glossary

Term	Description
WAD	We are Digital