



Complaints Policy
of
Redcrier Publications Ltd

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Complaints Policy

Redcrier Publications Ltd views complaints as an opportunity to learn and improve for the future, as well as where appropriate to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Redcrier Publications Ltd knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and within a reasonable time frame.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do and how we operate.

Definition of a Complaint.

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Redcrier Publications Ltd.

Where Complaints Come From.

Complaints may come from any person or organisation who has a legitimate interest in Redcrier Publications Ltd.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality.

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility.

Overall responsibility for this policy and its implementation lies with Redcrier Publications Ltd Management Committee.

Review.

This policy is reviewed regularly and updated as required.

Adopted on: 27th January 2013.

Last reviewed: 30th October 2015.



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Publicised Contact Details for Complaints:

Written complaints may be sent to Redcrier Publications Ltd at The Smithy, Old Brewery Estate, Norton Fitzwarren, Taunton Somerset TA2 6RN or by e-mail: redcrier@redcrier.com

Verbal complaints may be made by telephoning 01823 332200 and speaking to any member of staff.

Receiving Complaints.

Complaints received by telephone need to be recorded.

The person who receives the complaint will:

- Write down the facts of the complaint.
- Take the complainant's name, address and telephone number.
- Note down the relationship of the complainant to Redcrier Publications Ltd. e.g. existing client.
- Tell the complainant that we have a complaints procedure.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

If possible and appropriate a complaint may be resolved at the time by the person responsible for the issue being complained about or the person receiving the complaint verbally. They will then record the complaint and how they have dealt with it and file it appropriately. If the complaint is unable to be resolved at that time a copy of the complaints policy and procedure should be sent to the person making the complaint and they should be asked to put the complaint in writing.

Stage One.

Emailed or written complaints received by Redcrier Publications Ltd will be passed to the Training and Compliance Manager. Complaints will be acknowledged within 48 hours of Redcrier Publications Ltd receiving it. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply and a copy of this complaints procedure should be attached.

The Training and Compliance Manager will investigate and take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complainants will normally receive a response within 10 working days.



Stage Two.

If the complainant feels that the problem has not been satisfactorily resolved they can request that the complaint and response are reviewed. This request should be received by Redcrier Publications Ltd within 10 working days of the response in stage one. This request will then receive an acknowledgement and the acknowledgement should say who will deal with the case and when the complainant can expect a reply.

At this stage, the complaint will be passed to the Managing Director of Redcrier Publications, who will investigate the facts and review the case.

If the complaint relates to a specific person, they will be informed and given a further opportunity to respond.

The reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless Redcrier Publications decides it is appropriate to seek external assistance with resolution.

Variation of the Complaints Procedure.

Redcrier Publications may vary the procedure for good reason. For example to avoid a conflict of interest where the person leading part of the procedure is the subject of the complaint.

Monitoring and Learning from Complaints.

Complaints are reviewed regularly to identify any trends which may indicate a need to take further action.

