

## Complaints Policy Statement

Stanford & Green aims to provide a good standard of services for its clients, customers and for others with whom it may come into contact.

Stanford & Green recognises the need for a fair, accessible, open and accountable process that encourages clients, customers and others to make their views known, to make complaints which will be taken seriously and for a process that facilitates a timely response leading wherever possible to a satisfactory resolution.

This policy covers complaints made by clients and customers of Stanford & Green, from other individuals and from external organisations.

The Complaints Policy aims to provide a consistent and positive approach to complaints handling, to deliver satisfaction to the client or customers and for others who may complain and to use the experience as an aid to improve service delivery.

### SCOPE & IMPLEMENTATION

This policy covers complaints made by clients and customers of Stanford & Green, other individuals, external organisations or groups. The policy applies to all Stanford & Green services and activities. It is the duty of Stanford & Green's directors, managers and staff to ensure the policy is implemented and followed.

### DEFINITIONS

A complaint is defined as any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of a Stanford & Green client, member of the public or local community, external organisation or group or other interested party and related to Stanford & Green's service provision or other activity, the management of its premises or its clients.

A complainant is anyone who makes a complaint. This applies to individuals, organisations or groups. Complaints may be internal or external. There is a separate policy and procedure for complaints or grievances for Stanford & Green staff.

### MONITORING, EVALUATION & REVIEW

Periodic auditing of the organisation's complaints process and complaints handling performance will take place as a part of the quality assurance and compliance function. An analysis of complaints received and complaints resolved will be compiled and regularly reported to Stanford & Green's Performance and Monitoring Committee.

This policy will be reviewed on a bi-annual basis.

Martin Stanford (Director)



Stanford & Green