

# Compliments, Concerns and Complaints Policy

<b>Approved by</b>	Company Director	<b>Approved on</b>	June 2024
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<b>Author</b>	Zoe Clews	<b>Next review</b>	June 2027
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## Aim

Zoe Clews & Associates is committed to providing a high-quality service for its clients and working in an open and accountable way that builds trust and respect between all colleagues, customers and stakeholders. We welcome any form of feedback, whether a compliment or a concern. Client satisfaction is our priority. We strive to improve our service by listening and responding to the views of our clients, colleagues and stakeholders. We aim to;

- Ensure that providing us with feedback, or making a complaint is as easy as possible
- Resolve informal concerns quickly
- Treat all complaints as an expression of dissatisfaction with our services which requires an immediate response
- Manage concerns and complaints with sensitivity and confidentiality
- Ensure we reply in the most appropriate way, whether this might be an explanation, apology or information on any actions we have taken
- Use any feedback or complaints to improve our service and review processes
- Enable mediation where applicable between the complainant and the person to whom the complaint has been referred to.

Every team member and associate is encouraged to seek feedback regularly to ensure that we remain responsive to client needs.

When we receive a complaint, we see this as a way of getting an important insight into how our services are being delivered. By listening to you we can look at actions that can be taken to improve services and provide you and others with a better experience in the future.

Everyone who share a concern or makes a complaint will be treated with courtesy and respect. In return, we expect people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, we reserve the right to withdraw or modify our complaints process.

## Policy

## Compliments

A compliment is an expression of satisfaction about the standard of service we provide. We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, and a copy is sent to the relevant service manager to provide feedback to the member of staff or member of our wider team. We may also ask a member of our team to contact you about the opportunity to provide us with a testimonial that we can use in our future publicity materials, helping us to reach others who may benefit from our services.

## Concerns

Open and honest conversations are an important part of the professional agreement between our colleagues, associates and customers. If you are unhappy with the way that our team are providing services for you, or have a suggestion for improvement, this should be raised with them in the first instance, to give them the opportunity to better understand your needs and expectations, and to make any adjustments they are able to make. Sharing your concern with the person providing your services gives them important feedback on their work, the opportunity to do things differently, or the opportunity to seek help if they are unable to address your concerns directly.

You may have a concern that you are unable to resolve with the person providing your services, or would like to discuss any issues with another member of our team in an informal way, please contact [info@zoeclews.co.uk](mailto:info@zoeclews.co.uk) providing a brief outline of your concern, or ask for a call or other conversation to help you to articulate your concern. We will always assign someone from our management team to talk through your concerns with you, and suggest the most appropriate next steps.

## Complaints

If, after raising your concerns with us informally, you still have cause for concern, you should then follow our complaints process. We will follow this process for any expression of dissatisfaction by an individual that cannot be resolved informally, whether justified or not. An individual may make a complaint if they feel Zoe Clews & Associates has:

- failed to provide a service or an acceptable standard of service, or made a mistake in the way the service was provided
- failed to act professionally in our dealings with you or your clients/stakeholders
- provided an unfair service or shown behaviour that may be construed as offensive, does not align to our values

## How to make a complaint

A complaint may be emailed to [info@zoeclews.co.uk](mailto:info@zoeclews.co.uk), or sent by post to:

Zoe Clews & Associates  
93 Gloucester Road  
London  
W1U 6JG

It will help us to deal quickly and fully with your complaint if you can state that you are making a complaint, set out your concerns in writing as clearly as possible and with as much detail as possible. It may be useful for you to provide details of your initial concerns, and how these were responded to. Please ensure that you provide us with your contact details and preferred method(s) of contact.

If you require any support to voice your complaint or are unable to make your complaint in writing, please send a brief email with your contact details and preferred means of communication to [info@zoeclews.co.uk](mailto:info@zoeclews.co.uk).

The director of the company will contact you within 48 hours to acknowledge receipt of your complaint and confirm the next steps in the process.

### **Responding to your complaint**

All formal complaints are investigated by a member of the Zoe Clews and Associates Team. At the investigation stage, we will contact you to discuss your complaint and get a clear understanding of what has gone wrong and how you would like us to put things right.

Wherever possible, we will seek to resolve your complaint so that the team member(s) providing your services are able to continue to do so with your confidence and satisfaction. We may suggest a meeting involving team members either as part of the investigation process or as part of our recommended next steps.

We will complete our investigation and will then contact you with our response including any actions we will take, this will usually be within 10 working days. Any offer to refund fees paid for a service will be made entirely at the discretion of the Directors, and only in cases where we have failed to deliver a service or respond to concerns raised during the period of service delivery.

### **If you remain dissatisfied**

If after the investigation stage, you are still unhappy, you can ask for your complaint to be reviewed. Your request should be made within 10 working days of the investigation response being sent.

Our internal review of your complaint and our initial response will be carried out by a Director who has not been involved in the initial stages of your complaint. They will review your concerns and subsequent complaint, and the steps taken to try to resolve these.

They will be able to consider any additional actions possible, feedback on lessons to be taken from your concerns, and confirm the final outcome of our process. In all cases, the outcome of this review will represent our final response to your complaint.

### **How we deal with unreasonable behaviour from complainants**

We treat all complaints seriously and are committed to resolving complaints fairly. In most cases, we can work with complainants to find a mutually acceptable resolution. Occasionally, when communication with a complainant becomes a problem, we may need to take appropriate action. This policy sets out how we will deal with cases where the actions of

individuals become unacceptable because we deem them to involve the abuse of staff or of the complaint process.

Please note that unless informed as part of our communications with you, all invoices remain due for payment unless adjusted as part of our response to your complaint. Our openness to feedback and our processes for the positive resolution of concerns are designed to ensure that you are never under pressure to continue with a service that is not meeting your needs.

If we believe your behaviour in pursuit of your complaint is unreasonable, we will inform you why we believe this to be the case and the problems it is causing. We will also set out what we propose for communication with you going forward.

Examples of unreasonable behaviour include:

- aggressive or abusive language
- making excessive demands for information, documents or requesting actions outside the complaint procedure
- refusing to co-operate with the procedure
- sending large volumes of correspondence or an excessive number of contacts
- failure to settle invoices due for payment within the published terms of business, or unreasonably withholding payment of public funds and grants

We will write to you and inform you why we find your behaviour to be unreasonable. Where you have an ongoing complaint, we will provide an update on the status of your complaint and the timescale for response. We will outline how it is reasonable for you to make contact whilst your complaint is being investigated and the reasons for this. If unreasonable behaviour persists after the above steps are followed, this will lead to restrictions being placed on your contact with our team members.

### **Implementation**

This policy applies to all colleagues, associates, customers and services provided by Zoe Clews & Associates. All colleagues and associates receive annual training and briefings in relation to our policies and have been made aware of this policy and associated procedures.

### **Monitoring**

The number, nature and resolution of complaints are monitored regularly by the Board of Directors, who have overall responsibility for the operation of this policy and associated procedures.

### **Communication**

The complaints policy is available from the Zoe Clews & Associates Website. A copy of the policy will be shared with customers when requested and as required for the successful resolution of any cause for concern.