

Complaints and escalation procedure

We encourage clients to provide regular feedback on our service and where there is justification to do so, make a complaint. This makes us aware of a complaint as early as possible, giving us the opportunity to resolve it quickly. Our complaints policy and procedure for handling complaints is summarised below. Staff are trained to follow this procedure when handling complaints, giving them the power to resolve issues efficiently.

1. Listen to the complaint

We'll listen to and acknowledge the complaint and thank you for bringing it to our attention. We'll accept ownership and not blame others. We will remain gracious and polite.

2. Record details of the complaint

We will go through the complaint in detail so that we can understand exactly what the problem is. We will keep records of all complaints on a secure digital register. This will help us identify trends or recurring issues.

3. Get all the facts

We will check that we have understood and recorded the details of the complaint correctly, asking questions where necessary.

4. Discuss options for fixing the problem

We will identify what response you are seeking; it could be a revision, amendment, apology or commitment to improve. We will decide if the request is reasonable.

5. Act quickly

We will aim to resolve the complaint quickly. We believe that if there is a delay, the complaint can escalate.

6. Keep promises

We will keep you informed if there are any delays in resolving your complaint. We will not promise things that we can't deliver.

7. Follow up

Our final step is to contact you to find out if you were satisfied with how the complaint was handled. We will let you know what we are planning to avoid the problem reoccurring in the future.

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