Complaints & Concerns Procedure

We value your complaints. We want the quality of our services to consistently meet your expectations as well as our own high standards. In working with you, we aim to meet a shared standard in quality of service. If you are dissatisfied with our services then we would encourage you to make us aware of that, either by feedback, constructive criticism or via your right to complain.

If you have a concern, or are unsure about something, it is equally important that we hear and understand this.

What you can expect from us

- We will treat all complaints seriously
- We will deal with all complaints promptly
- We will learn from complaints and take action to improve our service.

Let us know if you are unhappy about

- Any aspect of our work
- A member of our team providing poor service or demonstrating unprofessional conduct
- A policy issue and its impact on you.

You can complaint about any aspect of our service

- Administration
- Information
- Service delivery
- Follow up
- An individual's behaviour, conduct, competency or professionalism
- Timeliness and customer care standards
- The organisation's procedures and processes.

The principles of good complaint handling are

- Clarity of purpose

- Accessibility
- Flexibility
- Openness and transparency
- Proportionality
- Efficiency
- Quality outcomes.

If you are unhappy with how we handled your complaint, you can bring this to your attention as well.

How to make a complaint or raise a concern?

Dealing with a complaint immediately?

We would encourage you to speak to the person responsible for the issue. If you feel able, speak to them directly there and then or as soon as possible afterwards.

They will welcome your complaint and will aim to listen and understand fully.

If you do not feel comfortable speaking directly with the person then you can complain via letter, email or over the phone at a later time. You also have the option to contact the Director of the company or the Company Secretary. They will also welcome your call.

Please remember our team are skilled in dealing with difficult situations and people's concerns. They will want to

- Put you at your ease and help you talk about your concerns
- Hear your complaint and understand it fully
- Ensure you have said all you want to say and that you feel heard and understood
- Accurately identify all your concerns and issues
- Be clear about what you want to resolve and what you would like to see happen
- Offer our perspective on the situation
- Agree a way forward with you to find a resolution.

Other options

You can complain via phone call, email or post. We accept voice recordings of your concern or complaint, or we can work with a friend, colleague or representative if you feel unable to do this yourself.

We will respond to your contact, whether it is phone call, email or letter within 3 working days of receipt. In that receipt, we will tell you how long it will take for us to make a detailed response, this is usually 10 working days. This can vary depending on the nature of the complaint. We will then investigate your complaint carefully and thoroughly. We will then write back to you with a full reply within 10 working days. If you have a complaint but are unable to write or email, we will make a written note of your complaint and provide a response in the format you prefer.

We want to help you resolve your complaint as quickly as possible. If the issues are complex then we may need longer than the timescales outlined here. If we ask for more time, we will explain why this and agree a new deadline for us to get back to you.

If your concern falls outside our range of responsibilities, we will say so and explain why.

At any stage, if you are not satisfied with your response from the person concerned, or feel unable to deal with them, then you can contact the Director of the company.

If we disagree and you are not satisfied with our responses, we can offer a range of options to help further. Please see below.

Further assistance – Independent help

In the event of your dissatisfaction with either the outcome of the complaints process, or the complaints process itself, or if we disagree over your complaint, we have further options to assist in this situation.

- Mediation – If there is disagreement or tension then we can agree an independent mediation provider to help us resolve the situation.
- Independent Review – In some circumstances it may be helpful to refer your complaint to someone independent of the organisation. They can review your complaint and the way we have handled it. We will discuss this option with you and agree the best way forward.
- Independent Review via a membership body. We are members of a number of professional bodies and we can bring your complaint to their attention to seek resolution at a higher independent level.

For information on our membership bodies and standards, please see here –

https://www.stevehindmarsh.co.uk/about-us/mediation-standards/

How to contact us

If you would like help communicating your concerns, we can provide assistance

- Provide materials or information in different formats e.g.: larger font, braille, coloured backgrounds, translated into your first language, translation services over the phone or in person, voice recordings for playback, online webinar to watch or listen to.
- We can direct you to advocacy organisations that can help you talk about your concerns.

By letter -

Steve Hindmarsh
Director
Steve Hindmarsh Ltd
St Brandon's House
29 Great George St
Bristol
BS1 5QT

By phone -
0800 028 3866

By email -

info@stevehindmarsh.co.uk

Via the website - the complaints procedure is available here -

https://www.stevehindmarsh.co.uk/about-us/mediation-standards/

Via the website using the contact form here - contact.