

# COMPLAINTS POLICY – SENDER RAMPS

(a trading name of Dream Climbing Walls Ltd)

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We view complaints as an opportunity to learn and improve for the future, as well as a chance 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 Sender Ramps knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- 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

## **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of our business

## **Where Complaints Come From**

Complaints may come from any person or organisation who has a legitimate interest in our business. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should use our own Discipline and Grievance policies.

## **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 management.

## **Review**

This policy is reviewed regularly and updated as required.

## COMPLAINTS PROCEDURE

Publicised Contact Details for Complaints:

**Written** complaints may be sent to Dream Climbing Walls Ltd  
30 Seafield Place  
Aviemore  
PH22 1RZ

By e-mail to [support@sender-ramps.com](mailto:support@sender-ramps.com)

**Verbally by phone** to 07442 530332

### **Receiving Complaints**

Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Dream Climbing Walls Ltd (for example: client, member)
- 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.

### **Resolving Complaints**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. However this may not always be practical to do so at the time the complaint is received. Complaints that concern the practice of a particular person will be addressed with that person directly at the first available opportunity and they will be given fair opportunity to respond.

Whether or not the complaint has been resolved, the complaint information should be passed to management within the same or next working day.

On receiving the complaint, management, if it has not already been resolved, will delegate an appropriate person to investigate it and to take appropriate action.

Complaints should be acknowledged by the person handling the complaint within 1-3 working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally, complainants should receive a definitive reply within 3 working days. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, 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 management decides it is appropriate to seek external assistance with resolution. The complainant can complain to Trading Standards at any stage and if they are not satisfied with the response or action taken.

### **Monitoring and Learning from Complaints**

Complaints are reviewed periodically on an individual basis but also as a whole to identify any trends which may indicate a need to take additional action.