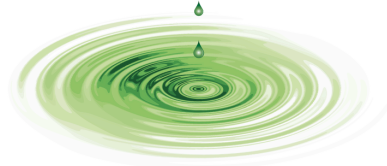


Compliments, Concerns and Complaints Policy

Last revised October 2024



ADDvanced Solutions
Community Network
Supporting you to find the answers

ADDvanced Solutions Community Network is committed to providing the best possible service and values all feedback regarding its directors, employees, associates, volunteers (hereafter referred to as colleagues) and services, whether positive or negative, as part of our continuous development as an organisation.

Compliments:

All compliments will be acknowledged and will be passed to both the colleague and their line manager. A copy of the compliment will be kept on the colleague's personnel file. Where appropriate, this may be shared with the wider team to inform and identify best practices for the future.

Concerns and Complaints:

The complaints procedure is intended to provide a fair structure for making and dealing with complaints:

- People making complaints have the right to be treated fairly and not suffer discrimination.
- People making a complaint are entitled to seek external assistance to advocate on their behalf.
- Complaints are to be treated with an open mind and will be investigated without prejudice.
- People making complaints have the right to confidentiality. If requested, names will not be disclosed in investigating complaints. Anonymous complaints will not be investigated.
- Abusive and offensive comments are not defined as complaints and will not be accepted as complaints.
- Once we have received your concern or complaint we will do our best to respond to it quickly and thoroughly and, where appropriate, to make changes in our practice.

Concerns and Complaints Policy and Process

- The complaint should be made in writing to the appropriate ADDvanced Solutions Community Network Director of Quality and Standards. If you do not feel you can approach that Director, you can make your complaint to another Director.
- The written submission should provide information about the nature of the complaint, and also the positive outcome you would wish to be achieved by bringing the complaint. This does not create an obligation on ADDvanced Solutions Community Network to resolve the outcome in this way.
- Your complaint will be acknowledged in writing within seven working days.
- The complaint will normally be dealt with by the appropriate ADDvanced Solutions Community Network Director or referred to another Director, depending on the circumstances leading to the complaint.
- The appropriate Director will write to you to inform you of the result of investigation within 21 working days.
- If you are dissatisfied with the results, you will have the right to put your case another Director.
- If a complaint results in disciplinary action being taken against a colleague of ADDvanced Solutions Community Network, the disciplinary procedure will be followed.

Record keeping

ADDvanced Solutions Community Network will keep a complaints / compliments file where all records of complaints and compliments will be filed and kept per our Records Retention Schedule. If you have any concerns or seek further guidance about this policy, please ask the Director – Quality and Standards.