



*The*  
**Development**  
*Manager Ltd.*

## **Complaints Policy and Procedure**

### **Policy Statement of Intent**

The Development Manager Ltd is committed to providing a high-quality service to all our customers. In order to do this we need our customers and stakeholders to give us any comments about our service, and to tell us when we get things wrong.

We want to help customers and stakeholders resolve their complaints as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to customers and stakeholders complaints, treat them seriously, and learn from them so that we can continuously improve our service.

### **What is a complaint?**

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- the standard of service we provide
- the behaviour of our staff, and
- any action or lack of action by managers or staff affecting an individual or group

Our complaints policy does not cover

- comments about our policies or policy decisions.
- dissatisfaction with our policies or decisions about individual cases or grants or requests for legal assistance.
- matters that have already been fully investigated through this complaints procedure, or
- anonymous complaints.

### **Our standards for handling complaints**

We treat all complaints seriously, whether they are made by telephone, by letter or by email.

- Complainants will be treated with courtesy and fairness at all times. We would hope, too, that they will be courteous and fair in dealing with our staff at all times.
- We will treat complaints in confidence within the Company.
- We will deal with complaints promptly. We will acknowledge receipt of a written complaint within three business days and we will send the complainant a full reply within five business days of receipt. If we cannot send a full reply within five business days of receipt we will tell the complainant the reason why and let them know when we will be able to reply in full.
- We will publish information in our annual report on the numbers and categories of complaints we receive, and the percentage of complaints upheld.
- We will not treat the complainant less favourably than anyone else in accordance to our Equal Opportunities policy.

## Third Party Reporting

Complainants may wish to have a third party act on their behalf. A third party is any person or organisation acting on behalf of or making enquiries for the complainant.

Representatives may include:

- advice organisations,
- professionals such as social workers, community psychiatric nurses or doctors, solicitors,
- family members or friends,
- attorneys who are legally empowered to act on behalf of the complainant

Where a third party is helping a complainant with a particular complaint and written authority is held to that effect, if the representative asks to be kept informed of progress on the complaint all possible steps will be taken to ensure that this happens.

## Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the data protection act 2018.

## Extending time limits

We aim to complete all complaints within the time-scales stated in our complaints procedure (See Complaints Procedure Document); however, if a complaint is very complex it may occasionally be necessary to extend the time limit.

If this is the case we will keep the complainant informed of progress with the investigation, the reasons for the delay, and inform them of the new deadline.

Following any stage of the procedure, a complainant has a maximum of 28 days from the date of the final response to request that their complaint be progressed to the next stage.

## Our Commitment

When we get things wrong we will act to:

- accept responsibility
- explain what went wrong and why, and
- put things right by making any changes required.

The action we take to put matters right (i.e. redress) in response to a complaint, can include any combination of the remedies set out in the “menu” below. The general principle we follow is that a complainant should, so far as possible, be put in the position he or she would have been in, had things not gone wrong.

## Remedies

The remedy chosen needs to be proportionate and appropriate to the failure in service and take into account what people are looking for when they complain.

An apology is normally appropriate, but other action may also be necessary.

- A sincere and meaningful apology, explaining what happened and or what went wrong - an apology is not an acceptance of liability under Section 2 of the Compensation Act 2006.
- Remedial action, which may include reviewing or changing a decision on the service given to an individual complainant.

- Provide service desired by complainant (immediately, if appropriate).
- Putting things right (for example change of procedures to prevent future difficulties of a similar kind, either for the complainant or others).
- Training or supervising staff.
- Or any combination of the above.

## **Unreasonable behaviour**

All complaints will be processed in accordance with this policy. However, during this process, staff may have contact with unreasonable complainant behaviour and unreasonably persistent complainants which will be dealt with as a separate matter.

## **Recording complaints**

We will log all complaints we receive so that we can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our own service delivery. We will handle information in line with data-protection legislation. (See Complaints Procedure below)

## **Contacting us**

All complaints and requests for review under our complaints procedures should be sent to the operations manager or the customer relationship manager.

The Operations manager or the relevant manager will then follow the procedure to deal with complaints promptly and to the best of the company's ability.

Operations Manager: Elizabeth Hoyos

ely@tdm.co.uk

Alternatively please call: 03331010040

or

contact us on our postal address: TDM, County House, St Mary's Street, WR1 1HB

## **Accessibility**

TDM is committed to providing a service that is accessible to all. If you would like to read this document in another format please let us know in the office at TDM, County House, St Mary's Street, WR1 1HB

This policy can be easily accessed in our Virtual Learning Environment:

<https://vle.tdm.co.uk/>

# Complaints Procedure

## Key Steps

### Step 1 –START - Complaint Received

Complaint is received by the company via telephone/e-mail/writing etc.

### Step 2 – Staff member receiving the complaint completes a customer complaint form and enters it into the TDM ‘Complaint’ log (See Complaints Procedure/Logs in TDM google docs intranet)

If, from the initial contact with the complainant, the complaint has been resolved within one business day no further action will be necessary, ensure all fields on the ‘Complaint’ log have been fully completed and the date of resolution entered. Then raise RFC (recommendation following complaint), if appropriate to prevent this type of case re-occurring. As part of due process the Complaints log will be monitored by the TDM Customer Relationship Manager on a monthly basis.

(See Appendix 1)

### Step 3 - Enter complaint on the ‘Complaint’ log and raise RFC (recommendation following complaint), if appropriate

If, from the initial contact with the complainant, the complaint has not been resolved within three business days or the complaint is of a nature that needs to be dealt following investigation and remedy, the complaint must be raised to the TDM Manager for intervention -Filling in the Customer Complaints Report Form (See Appendix 2) Once resolution ensured, the TDM Manager will complete all fields on the ‘Complaint’ log, ensuring it has been fully completed and the date of resolution entered. Raise RFC (recommendation following complaint), if appropriate to prevent this type of case re-occurring.

### Step 4 – TDM Manager to acknowledge the Complaint or send final response

TDM Manager (Complaints Investigator) will send the complainant a written acknowledgement of their complaint within 5 business days of its receipt, providing them with details of the individual handling the complaint (i.e. name, job title and contact details) and a copy of the company’s complaints handling procedure.

### Step 5 – Has the complainant accepted the final response?

Has the complainant accepted the final response?

No – go to step 6

Yes – go to step 7

## **Step 6 – TDM Customer Relationships Manager to resolve complaint within 2 weeks or to provide a holding response**

Complaints Investigator will resolve the majority of complaints within two weeks, providing the complainant with a final response which includes notification to the customer of their right to refer the complaint to the Managing Director.

**Final Response sent – go to step 7**

If, however, the complaint is complex and taking longer to resolve, a holding response will be sent to the complainant explaining the situation and informing the customer when further contact will be made (which must be within 8 weeks of the receipt of the complaint).

**Holding Response sent –repeat cycle then go to step 7**

## **Step 7 – TDM Management Team to monitor logs for trend analysis**

Monitor logs in order to identify any systemic issues/trends arising for complaints received.

Due diligence monthly monitoring of complaint log.

**-END-**

|                 |                      |                    |                         |
|-----------------|----------------------|--------------------|-------------------------|
| Issue Number: 1 | Issue Date: 21/02/12 | Revision Number: 5 | Revision Date: 25/06/19 |
|-----------------|----------------------|--------------------|-------------------------|

## **Appendix 1**

The following logs can be found in the TDM intranet called:

“Complaints Procedure-Logs”:

Complaints Log

Recommendations Following Complaint Log (RFC)

## Appendix 2

### Customer Complaint Report

If a complaint has not been resolved by the end of the next business day, the member of staff must complete this report and immediately pass it to *the Operations/Customer relationship Manager*

|   |  |  |  |
|---|--|--|--|
| Customer/<br>Company<br>Name:                     |  | Staff member who took<br>complaint & is<br>completing this form: |  |
| Person making<br>the complaint?<br>(Complainant): |  | Date:  |  |

|   |  |       |  |             |  |
|---|--|-------|--|-------------|--|
| <b>Reason for Complaint:</b>  |  |       |  |             |  |
| <b>Provide details of complaint:</b>  |  |       |  |             |  |
| <p><b>How the complaint was made (please state)</b></p> <ul style="list-style-type: none"> <li>• phone</li> <li>• email</li> <li>• letter</li> <li>• in person</li> <li>• other (please specify)</li> </ul>   |  |       |  |             |  |
| <p><b>Actions already been taken to resolve the complaint</b></p> <ul style="list-style-type: none"> <li>• <i>If the complaint was resolved by the end of the next business day you could record details here (optional), then complete the 'Complaints resolved log &amp; file a copy of this report on the customer's file.</i></li> <li>• <i>If it hasn't been resolved, make a note of action taken so far then pass this sheet - together with relevant documents - to the TDM Operations Manager</i></li> </ul> |  |       |  |             |  |
| Staff Signature:  |  | Date: |  | Print Name: |  |

|   |      |
|---|------|
| <b>Complaints Manager/Compliance Use Only</b>   |      |
| <p>Actions taken/Final Outcome: <i>(please give a summary of actions/correspondence, complete the General Complaints Log, then file this report both on the customer's file and with the General Complaints Log.)</i></p> |      |
| Signature   | Date |

|  |  |
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**Please provide all relevant documents to the TDM Operations Manager with this report.**