

# Complaints Procedure

## Client Information Sheet



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### Complaints Policy

DWA Claims Ltd is committed to ensuring the best level of service to its clients and others who have contact with the organisation. This policy extends to handling complaints.

All staff are provided with guidance about how to deal with complaints to ensure consistency and compliance with the procedure.

Our intention is to provide a service which is easy to use and which hopefully will provide early and satisfactory conclusions to most complaints raised.

### Who to Contact

In the first instance you should raise any complaint or expression of dissatisfaction with the person you have been dealing with.

If you prefer you can raise your complaint with *Mat Willott*.

If you wish to discuss our complaints procedure, rather than reporting a specific complaint, please contact *Corrina Potter*.

**The person for overall responsibility for handling complaints is Corrina Potter.**

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### **Complaints Procedure**

All clients are advised in writing at the outset of our complaint procedure and to whom complaints should be addressed.

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

- A verbal or written complaint, irrespective of to whom the complaint is addressed.
- Any 'Expression of Dissatisfaction' where the complainant bypasses the person they are dealing with and takes the matter to any other member of staff.

**NOTE: Anybody can complain and their complaint will be taken seriously and dealt with in accordance with the procedure.**

When a complaint is recorded, the following procedures are adhered to:

#### **Initial complaint**

1. The complaint or issues raised will be acknowledged in writing to the complainant within two working days, (or as soon as practically possible), advising him or her that formal response will be provided in writing within fourteen days, together with the name and status of the person handling the matter.
2. The matter will then be investigated by the person dealing with the complaint, (usually not the most senior person at this point), as appropriate and the result notified to the complainant in writing within fourteen days either rejecting or accepting the complaint. If accepting the complaint, if appropriate, offering a resolution.
3. Complainants are advised who to complain to should they be unhappy with the response received, (this would then be someone more senior).

#### **Further Complaint**

If the complainant is dissatisfied with the response from the person dealing with the complaint their further concerns are notified to *Corrina Potter*.

1. The further complaints or issues will be acknowledged in writing to the complainant within 2 working days, (or as soon as practically possible), advising him or her that *Corrina Potter* will provide a formal response in writing within fourteen days.
2. *Corrina Potter* will then investigate the matter and the result will be notified to the complainant within fourteen days. The response will indicate if the complaint is rejected or accepted and if the latter, where appropriate, offer redress. The letter will include information explaining how to refer the matter to the *Department for Constitutional Affairs, Claims Management Regulation Monitoring & Compliance Unit, PO Box 7284, Burton on Trent, Staffordshire, DE14 9DP, tel 0845 450 6858, fax 0845 450 6866, email; [info@claimsregulation.gov.uk](mailto:info@claimsregulation.gov.uk)* if the complainant remains dissatisfied.

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### COMPLAINTS FORM

This form should be used to record **EVERY** complaint

Date of complaint: _____	Written complaint	Yes / No
Complainants name: _____	Complaint letter attached	Yes / No
File Ref: _____	Verbal complaint	Yes / No
Complaint received by: _____ name)	File note giving details attached	Yes / No
Person dealing with complaint: _____	Acknowledgement letter sent	Yes / No
Passed to person dealing _____ (date)	Letter in response to complaint Sent	Yes / No
<b>TELEPHONE COMPLAINTS</b> If a telephone call is received/made which deals with the complaint quickly, please complete this form and attach a file note detailing the content of the call and the outcome. You should try and make sure that the conversation includes "the complainant advised they are happy with the outcome and do not wish any further action to be taken".  Telephone complaint / expression of dissatisfaction made? Yes / No If yes, attach file note detailing issues raised together with response:  If complaint resolved at this point go to final section of this form.		
<b>DETAILS OF COMPLAINT</b> (brief details of complaint as per file note or complaint letter)		
<b>WHAT DO YOU PLAN TO DO ABOUT THE COMPLAINT?</b>		
<b>OUTCOME?</b>		
Was the complaint justified?		Yes / No
Do any procedures need reviewing in light of the complaint?		Yes / No
Have any personnel been spoken to in light of the complaint? (if yes name and brief details)		Yes / No
Date matter resolved: _____	(date)	
<b>STORE RESOLVED COMPLAINTS FOR SIX YEARS</b>		