

STRUGGLES 2 SMILES CIO

Complaint handling policy

Introduction:

Struggles 2 Smiles is committed to providing excellent customer service and we take all complaints seriously. We believe that complaints are an opportunity to learn and improve our products and services. This policy outlines our approach to handling complaints and provides guidance to our employees on how to handle complaints effectively.

Scope:

This policy applies to all trustees & employees of our organisation who are involved in handling complaints from customers or other stakeholders.

Policy:

1. Definition of a complaint:

A complaint is any expression of dissatisfaction with our products or services, or the way we have treated a customer or stakeholder.

2. Complaint handling process:

We have a structured complaint handling process in place to ensure that complaints are handled in a timely and effective manner. The process includes the following steps:

a. Acknowledgement: We will acknowledge receipt of the complaint within 16 working days.

b. Investigation: We will investigate the complaint thoroughly and objectively, gathering all relevant information and evidence.

c. Response: We will provide a written response to the complainant within 16 working days. The response will include an explanation of our findings, any actions we have taken or will take to address the complaint, and an apology if appropriate.

d. Escalation: If the complainant is not satisfied with our response, they can escalate the complaint in writing to Struggles 2 Smiles, Chairlady - Kate Stephens, strugglestosmiles2020@gmail.com.

3. Recording and monitoring of complaints:

We will record all complaints in a central complaints register, which will include details of the complaint, the actions taken to investigate and resolve it, and any feedback received from the complainant. We will use this register to monitor trends in complaints and identify areas for improvement.

4. Training and support:

We will provide training and support to our employees on how to handle complaints effectively, including how to listen actively, empathise with the complainant, and resolve complaints in a timely and satisfactory manner.

5. Confidentiality:

We will treat all complaints and personal information related to complaints as confidential, in accordance with our privacy policy.

6. Continuous improvement:

We will use feedback from complaints to continuously improve our products and services, and our complaint handling process.

Conclusion:

We believe that effective complaint handling is essential to maintaining our reputation for excellent customer service. This policy provides guidance to our employees on how to handle complaints effectively and ensures that complaints are handled in a timely and satisfactory manner.