



Complaints





Policy & Procedure





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Do-Cornwall try to ensure:

- a) Complaints process is accessible and simple.
- b) Complaints are dealt with quickly, confidentially, appropriately and fairly.
- c) Complaints inform reviews of service and process.

2.

It is normal for minor issues to be resolved at point of contact, where this has proved impractical or the issue is of a more serious nature then the following must be held as true:

Complaints must:

- i. Be made in writing to Nigel Kerr at Do Cornwall
- ii. Be clear about that which they are complaining and use the term 'complaint'
- iii. Detail the circumstance and desired outcomes of the occurrence
- iv. Be made within two calendar months of the occurrence.
- v. Be dealt with in a fair and consistent manner
- vi. Be responded to within seven days with a clear and reasonable time frame for investigation and response.
- vii. Be taken seriously and dealt with appropriately in a sensitive manner.

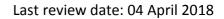
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If not satisfied with Do Cornwall procedures or outcomes then it is possible to contact regulatory bodies for further interventions.

Ofqual: www.ofqual.gov.uk

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All complaints to be recorded, including referenced actions and responses with such records to inform future practice and/or procedure.





Date Received	Reference Identifier	Complaint	Initial Response Ref & Date	Action Taken	Resolved y/n Date/Ref letter





Complaints records

www.do-cornwall.com