

## Complaints



## Policy & Procedure

## 1

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.

## 3

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](http://www.ofqual.gov.uk)

## 4

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 |
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**Complaints records**

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