

Complaints Policy

1 Introduction

Sixteen Co-operative Ltd is committed to providing a high standard of service. Unfortunately, despite all best intentions, things can go wrong. When this occurs we need to be informed so that every effort can be made to put matters right and to prevent such errors in the future.

This policy and procedure sets out how Sixteen Co-operative Ltd deals with general complaints about the organisation and its staff.

1. The procedure is designed to enable appropriate consideration to be given to a complaint, in a way that is fair and as impartial as possible.
2. Complaints made will, in the majority of cases be handled by a senior member of staff
3. Sixteen Co-operative Ltd aims to treat all complaints as a clear expression of dissatisfaction which requires an immediate response
4. Were necessary we will carry out internal investigations, and if necessary this will be carried out by an individual outside of the Sixteen Co-operative Ltd employment
5. We aim to respond appropriately to all complaints, which may result in the complainant receiving an apology (where there has been wrong doing), an explanation or details of any investigation outcomes and action taken.

Feedback can be made through the contact page on the Sixteen Co-operative Ltd website. <http://www.sixteencoop.co.uk/contact.html>

2 Making a complaint

Many complaints or concerns can be resolved informally, by discussing it with a member of Sixteen Co-operative Ltd's staff. In these situations we aim to resolve informal concerns as quickly as possible and enable mediation to take place if necessary.

Stage 1

In the event that a situation has not been resolved informally, the complainant should write to the Sixteen Co-operative Ltd within 8 weeks of the issue arising. If a person is unable to put their concerns in writing they

should be given the opportunity to meet with a senior member of staff who will make a record of the complaint.

They should explain the issue/complaint as clearly and full as possible, naming any staff involved and providing details of action taken to date. They are also expected to provide details of the consequences of any problem arising and details of any remedy sought.

1. Sixteen Co-operative Ltd will endeavor to acknowledge the complaint within 5 working days of receipt.
2. Complaints should initially be sent to the Locality Manager or a Director
3. The complainant should acknowledge that not all situations/issues are in the control of the Sixteen Co-operative Ltd
4. A complaint may be considered serious enough for the issue to be investigated immediately under the procedure detailed in Stage 2.

Stage 2

If a satisfactory resolution is not reached and the complainant is not happy with the initial response received to their complaint, they should write to the Directors.

The registered address for Sixteen Co-operative Ltd
2 Upper York Street
Bristol
BS2 8QN

The Directors will acknowledge the complaint within 1 week of receipt and will respond within 20 working days.

Whilst Sixteen Co-operative Ltd will always attempt to resolve a complaint as quickly as possible, there may be circumstance where a situation requires thorough investigation. Should this be the case, the complainant will receive an interim letter explaining how the complaint is being dealt with and details of when a full response can be expected.

Stage 3

If the complainant is not satisfied with the outcome and reply from the Directors, they should write again outlining the reason for the dissatisfaction. This should be done within 10 working days of receipt of the Directors correspondence.

3 Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure the confidentiality of the complainant and Sixteen Co-operative Ltd. There may however be cases where it is not possible to maintain confidentiality. In this event, the situation will be explained to all parties involved.