



COMPLAINTS POLICY

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COMPLAINTS POLICY

Policy Statement

PASD Freeport is committed to providing a good standard of quality services to clients, other agencies and organisations. We will take seriously any concern or complaint and will investigate it promptly, for resolution as quickly as possible.

We recognise that all service users, agencies and organisations have the right to raise concerns or complaints about our services and have access to clear information on how to voice complaints and concerns.

Our complaints procedures are open to everyone who receives or requests a service from PASD Freeport and people acting on our behalf. Formal complaints from staff members should be resolved using the PASD Freeport Grievance Policy set out in the Employee Handbook.

We keep a register of all complaints in line with our published retention periods.

Our complaints procedures will be part of the process of monitoring the quality, effectiveness and non - discriminatory nature of our services.

All staff and Board Members are required to read, understand and comply with this policy and its procedures.

Introduction

PASD Freeport strives for high standards in service delivery and welcomes feedback on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work.

A complaint is any expression of dissatisfaction by an individual, whether justified or not.

An individual may decide to make a complaint if:

- We say we will do something, but we do nothing
- We take too long to do something we have agreed to do
- We tell them that we cannot help, when they believe we should
- They think a member of our staff's behaviour is inappropriate
- They are dissatisfied with any other aspect of our service

We will ensure that we:

- Listen carefully to complaints and treat them as confidential
- Aim to resolve complaints at the earliest possible opportunity
- Record, store and manage all complaints accurately and in line with relevant legislation e.g. the Data Protection Act 2018
- Investigate complaints fully, objectively and within the stated timeframe
- Notify the complainant of any action that will be implemented
- Report annually to the Board of Directors on the number of complaints received and their outcomes

Purpose & Scope

This policy should be used to address complaints made about PASD Freeport or our contracted partners in a fair, effective, timely and consistent way.

This policy is based on good practice to ensure a consistent and effective approach. The application of this policy will be fair, equitable and objective, and will not discriminate either directly or indirectly on the grounds of a complainant's gender, age, disability, gender re-assignment, marital or civil partnership status, race (including colour, nationality and ethnic or national origins), religion or belief, or sexual orientation.

This policy applies to any prospective, current, or previous complainant at any point of the complaints process, i.e. before a complaint has been accepted, during investigation of the complaint, or once the complaints procedure has been concluded.

Objectives

The objectives of the PASD Freeport complaints policy are:

- Ensure everyone knows how to make a complaint and how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear timeframes
- Provide individuals with a fair and effective way to complain about our work
- Ensure that the Freeport complies with its statutory policy in responding to complaints
- Ensure that complaints are monitored to improve our services

Procedures & Guidelines

Our complaints procedure is published on the PASD Freeport website, there are several ways to raise a complaint about our service delivery.

1. Raising a Complaint

We welcome feedback from our customers if we get something wrong. Problems can often be resolved informally and in such cases, there may be no need to record a formal complaint. If a customer remains unhappy then they may register a formal complaint by: -

Email – complaints@pasdfreeport.com

Or in writing to: -
Complaints
Plymouth and South Devon Freeport
Suite 8
Endeavour House,
2 Vivid Approach
Plymouth
PL1 4RW

2. Data Protection Related Complaints

Data protection complaints should be made through the same route but the process to be followed will be the one set out in the PASD Freeport Data Protection Policy.

3. Complaint Resolution – Stage 1

We will provide a written response to formal complaints within 10 working days of receiving the complaint notification. The response will say whether the complaint is upheld and the action we propose to take to resolve it. If the complaint is not upheld the response will set out the steps the complainant can take if they remain unsatisfied.

4. Investigating the Complaint

Complaints will not be investigated by a staff member who is the subject of the complaint or who has already responded to the complaint either informally or at an earlier stage of the complaints process.

5. Complaint resolution – Stage 2

If the complainant is not happy with our Stage 1 response our decision will be reviewed by a senior officer, generally this will be the Freeport Chief Executive Officer. If the complaint is about the Freeport Chief Executive Officer it will be referred to the Chair of the Board of Directors.

6. Decision Letter (Final Response)

Following investigation of a Stage 2 complaint the Freeport CEO (or Chair if it is about the CEO) will write to the complainant setting out their decision which will be final. If the complaint is upheld, it will set out the action we propose to take to resolve it.

7. Complaints about Board members

Any complaint made about a Board member, or a decision the Board of Directors have taken, should be referred to the Member Steering Group. The Members may ask the Chair of the Board to investigate the complaint and provide a report but the decision about whether the complaint is upheld lies with the Member Steering Group. If the complaint is upheld, the action to be taken will rest with the Member Steering Group. If the complaint is about the Chair of the Board the Member Steering Group may ask the CEO, or they may appoint an independent person to investigate.

Complaint Recording

PASD Freeport will maintain a record of all formal complaints received including details of the complainant, brief details of the complaint, the stage it reached and any action we have promised to take to resolve it. Any personal details will be held in accordance with our Data Protection Policy.

Complaint Reporting

The register of complaints will be reviewed annually, and a brief summary included in the Freeport Company's annual report, indicating the number of complaints received, the number that were upheld and a brief narrative identifying any observed pattern.

Responsibilities

The Freeport Operations Director will be responsible for the operation of the complaints procedure. The Freeport Chief Executive Officer will be accountable to the Board of Directors for the Complaints Policy.