

Complaints Policy for Advonet clients

Purpose

This policy outlines the procedures for handling complaints from clients to ensure fair and responsive treatment. The Advonet Group are happy to support a complainant to have their voice heard. Complaints are a way of ensuring our services are supporting our clients in the best way. We use information in complaints to review our practices and if highlighted change practices for the better.

Definition of a Complaint

A complaint is any expression of dissatisfaction by a client regarding the services provided, which requires a response or resolution.

Who Can Make a Complaint

Any person who is receiving, has received, or is seeking services can make a complaint.

How to Make a Complaint

Complaints can be submitted in writing, verbally, or online <https://advonet.org.uk/contact/feedback/>. Clients can contact The Advonet Group either by phone 01132440606, email office@advonet.org.uk or feedback@advonet.org.uk in writing or a complaint can be delivered in person at our address, The Advonet Group, Unity Business Centre, 26 Roundhay Road, Leeds, LS7 1AB.

If you need support to make your complaint, please contact us and we will make arrangements to provide support for you.

Acknowledgement and Response

Complaints will be acknowledged within 2 working days, unless there is a national holiday, in which case complaints will be acknowledged on opening of the office. You will be informed of the steps to be taken to investigate and resolve the complaint. At this point there will be an option to add more to the complaint if you so wish.

Time Limit for Complaints

Complaints should be made within 12 months of the incident. Exceptions may be considered on a case-by-case basis.

Confidentiality

All complaints will be handled confidentially, except in cases involving illegal activities, or potential safeguarding.

Resolution and Follow-Up

Efforts will be made to resolve complaints fairly and effectively within 40 working days. Follow-up will be conducted to ensure the issue is fully addressed.

Unhappy with complaint outcome

If you are unhappy with the complaint outcome you can ask that the complaint is reviewed by someone else. Complaints are viewed in several stages.

Stage 1 is where an investigating officer will look at all the information provided, speak to all involved and provide a written explanation of their findings.

Stage 2 is where someone within the Senior Leadership Team will look at the investigation conducted and the reason why you are unhappy with the outcome. They will also provide a written explanation of their findings.

If you are unhappy with the stage 2 findings, you can ask that the complaint is looked at by our board of Trustees. They will not do an investigation - instead they will look at the investigations conducted and ensure a robust and thorough investigation has taken place that has answered all points raised.

If after this stage, you are still not satisfied with our internal processes you can approach our commissioners or funders of a project. Information can be provided on request.

Documentation

All complaints, findings, and outcomes will be documented to help improve services and practices.

Review

This policy will be reviewed periodically.