

Complaints & Compliments Policy

Review and Version Control

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	Name	Role
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Contributors		

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Complaint Procedure – For Instructing Party

How to complain: using Advanced ACA's complaints procedure

Advanced ACA aims to provide a high quality and efficient service to our customers, and we aim to get things right first time. We listen to both positive and critical comments and use them to improve our services, so if you have views about our service or about the way a particular case is being handled, we would like to hear them. These pages contain our complaints procedure and guidance on using it.

A complaint is any written or spoken expression of dissatisfaction with the service we provide, and we take complaints seriously. We aim to:

- deal with instructing party's complaints openly and thoroughly
- try to resolve complaints promptly
- update our instructing party on progress throughout the complaint process
- arrive at a satisfactory resolution
- learn from complaints and so improve our processes and service levels

How to complain

Here we explain how to make a complaint about the work of Advanced ACA or its staff and how we will respond.

Advanced ACA's complaints procedure has three stages, as follows: -

Stage 1 – enquiry - informal resolution – telephone / writing / e-mail

If you raise an enquiry over the telephone, we will try to resolve the problem on the spot.

Similarly, if you notify us in writing or by email, we will respond promptly, and in any case within 7 working days of receipt. If this is not possible, we will explain why and give you a new deadline.

Stage 2 – formal complaint

If you are not happy with the initial response you receive to your enquiry, you can get back in touch with us and ask for your complaint to be referred to the Team Leader who will try to resolve the issue.

Stage 3 – final stage resolution

If, following your second response, you are still not satisfied, you can ask for your complaint to be referred to the Practice Manager.

Who should I raise my initial enquiry or concern with?

The first stage of the complaints procedure for enquiries is 'informal resolution'. The service issue should be raised in the first instance to the team providing the service. Informal resolution aims to resolve complaints quickly and as close to the source of the complaint as possible using the most appropriate means; for example, providing an information update.

You can raise your concerns immediately by speaking to Leanne Smith.

What if I'm still unhappy after informal resolution?

If you want to continue with your complaint, you can do this orally or in writing (including e-mail) to Donna Whitehead. If you make your complaint orally, a written record will be made.

You should receive a response within 7 working days. You should be kept informed of progress if this is not going to happen.

What if I'm still unhappy after formal resolution?

You can ask for your complaint to be referred to the Panel Manager, who will reply in writing within 10 working days, or write to let you know why this cannot be done and give you a new deadline.

Dealing with your complaint – our standards

All our staff will be courteous and helpful. We will identify ourselves when answering the telephone; all telephone calls will be answered promptly. Where a voicemail is left, calls will be returned within one working day.

We will answer all letters as soon as possible but, in any case, within 7 working days of receipt. We will aim to answer all the points raised in correspondence accurately and openly. If it is not possible to reply within 7 working days, we will send an interim reply explaining the delay, answering any points we can and advising when you can expect a full reply.

Recording of complaints and reporting

All complaints are logged on receipt and progress tracked to resolution.

Monthly reports are compiled and forwarded to our Director and Management Team detailing the complaints received, progress and resolution achieved.

Reports are also available on request to individual instructing parties detailing: -

- Number and nature of complaints received and actioned
- Resolutions achieved

- Performance against service levels in handling the complaints, both for the individual instructing party and as a company

Escalation

Performance against the service levels above is also reported in detail in the monthly report.

Any failures are escalated to our Director who will determine any remedial action to be taken.

Improving our complaints procedure

If you have any suggestions or comments about our complaint's procedure, please send them to Donna Whitehead (Panel Manager) at the address given below.

Compliments

To ensure that we do not concentrate just on the negative we also value your compliments. This lets us know when we are doing things right and to recognise the staff and services that are getting things right.

Who to write to:

If you wish to put your complaint or compliment in writing and are unsure where to address it, please send it either by email or letter to:

Practice Manager:

Name: Alexandra Lane
Telephone: 0330 094 8749
E-mail: Alenandra.lane@advancedaca.co.uk

Panel Manager:

Name: Donna Whitehead
Contact: 0784 2294 505
E-mail: Donna.whitehead@advancedaca.co.uk

Our general contact number and postal address are:

Telephone: 03300 947 364
E-mail: enquiries@advancedaca.co.uk
Address: Advanced ACA
Speed Medical House
16 Eaton Avenue, Matrix Park
Chorley, PR7 7NA