



**Compliments and Complaints
Policy and Procedure**

1. Our Aim

Wizard Pi Ltd is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways we can continue to improve our service is by listening and responding to the views of our clients and stakeholders, particularly by responding positively to complaints and putting mistakes right.

We aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with complaints promptly, politely and, when appropriate, confidentially
- we respond in the right way, for example with an explanation, an apology where we have got things wrong, or information on any action taken
- we learn from complaints, use them to improve our service, and review our complaints policy and procedure annually

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide clear guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

2. Definitions

A **compliment** is an expression of satisfaction about the standard of service we provide.

A **complaint** is defined as any expression of dissatisfaction, however it is expressed. This may include complaints made face to face, by phone, in writing, by email or through any other method.

All staff should have sufficient knowledge to be able to identify an expression of dissatisfaction even when the word “complain” or “complaint” is not used.

3. Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

4. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and, wherever possible, resolved to the complainant's satisfaction.

5. Responsibilities

Wizard Pi Ltd's responsibilities are to:

- acknowledge the formal complaint in writing
- respond within a stated period of time
- deal reasonably and sensitively with the complaint

- take action where appropriate

A complainant's responsibilities are to:

- bring their complaint, in writing, to Wizard Pi Ltd's attention normally within four weeks of the issue arising
- raise concerns promptly and directly with a member of staff at Wizard Pi Ltd
- explain the problem as clearly and as fully as possible, including any action taken to date
- allow Wizard Pi Ltd a reasonable time to deal with the matter
- recognise that some circumstances may be beyond Wizard Pi Ltd's control

6. Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Wizard Pi Ltd maintain confidentiality. However, the circumstances giving rise to the complaint may be such that confidentiality cannot be maintained. Each complaint will be judged on its own facts, and should this be the case, the situation will be explained to the complainant.

7. Complaints Procedure

Written records must be made by Wizard Pi Ltd at each stage of the procedure.

Stage 1

In the first instance, staff members must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. If concerns cannot be satisfactorily resolved informally, the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the complainant should be advised that a formal complaint may be made and the following procedure explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to provide this explanation.

a) A formal complaint must be made in writing via the following link:

www.wizardpi.co.uk/complaints

b) Depending on the nature of the complaint, either the Director, Head of Studio, or Senior Client Partner will acknowledge the complaint in writing within one week of receiving it.

c) One of the above will investigate the complaint. Any conclusions reached will be discussed with the staff member involved and their Line Manager.

d) The complainant will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible, a letter will be sent explaining why.

Stage 3

Following the investigation, any outcomes, resolutions or agreed actions will be documented in writing. These will be confirmed by Wizard Pi Ltd and shared with the complainant. Where appropriate, an agreed action plan or resolution date will also be set out. This ensures that both parties are clear on the next steps and that any actions are completed by the agreed date.

This policy has been approved & authorised by:

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