

Complaints Policy and Procedure

Name	Version	Date	Signature
Complaints Policy	V2 draft	November 18	
Complaints Policy	V3 draft	September 2019	

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1. OUR AIM

1.1 TERRA Consultancy is committed to providing a quality service for its clients and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers, colleagues and stakeholders, particularly by responding positively to complaints, and by correcting mistakes.

1.2 We aim to ensure that:

- a) making a complaint is as easy as possible;
- b) we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- c) we deal with it promptly, politely and confidentially;
- d) we respond in the right way - for example, with an explanation, or an apology where we have failed, or information on any action taken;
- e) we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

1.3 We recognise that many concerns should be raised informally, and dealt with quickly. Our aims are to:

- a) resolve concerns quickly;
- b) keep matters low-key;
- c) facilitate mediation between the complainant and the individual(s) concerned.

1.4 An informal approach is appropriate when it can be achieved. Should it be impossible to resolve matters informally the formal complaints procedure will be followed.

2. PREAMBLE

2.1 DEFINITION:

2.1.1 TERRA Consultancy defines a complaint as 'any expression of dissatisfaction: (with TERRA Consultancy, a colleague, or a Terra Consultancy Manager) that relates to TERRA Consultancy and requires a formal response'.

2.2 PURPOSE:

2.2.1 The formal complaints procedure intends that all complaints are considered fairly and consistently and wherever possible resolved to the complainant's satisfaction.

2.2.2 TERRA Consultancy's responsibility will be to:

- a) acknowledge the formal complaint in writing;
- b) respond within a stated period of time;
- c) deal reasonably and sensitively with the complaint;
- d) take appropriate action;

2.2.3 A complainant's responsibility is to:

- a) bring their complaint, in writing, to TERRA Consultancy's attention normally within 8 weeks of the issue arising;
- b) raise concerns promptly and directly with a member of staff of TERRA Consultancy;
- c) explain the problem as clearly and as fully as possible, including any action taken to date;
- d) allow TERRA Consultancy a reasonable time to deal with the matter;
- e) recognise that some circumstances may be beyond TERRA Consultancy's control.

3. RESPONSIBILITY FOR ACTION:

3.1 All colleagues, and the Operations Director of TERRA Consultancy.

4. CONFIDENTIALITY:

- a. Every attempt will be made to ensure that both the complainant
- b. and TERRA Consultancy maintain confidentiality yet the circumstances giving rise to the complaint may be such that it may be impossible to maintain confidentiality (with each complaint judged upon its own merits). Should this become the case, the position will be explained to the complainant.

5. MONITORING AND REPORTING:

5.1

The Operations Director of TERRA Consultancy will receive annually an anonymised report of complaints made and their resolution. Formal Complaints Procedure

6. STAGE 1

In the first instance, if you are unable to resolve the issue informally, you should write to the colleague who dealt with you so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you seek.

You can expect your complaint to be acknowledged within 10 working days of receipt. You should receive a response and an explanation within 28 working days. If you are unsure which member of TERRA Consultancy staff to write to, send your complaint to the Head office.

Our contact address is: TERRA Consultancy, 4th Floor, 86-90 Paul Street, London, EC2A 4NE.

7. STAGE 2

If you are not satisfied with the initial response to the complaint, you may write to the Operations Director and ask for your complaint and the response to be reviewed. You can expect the Director to acknowledge your request within 10 working days of receipt and a response within 28 working days.

TERRA's aim is to resolve all matters as quickly as possible. Inevitably some issues will be complex and may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing: what is being done to deal with the matter, when a full reply can be expected and from whom.

8. FINAL STAGE

If you are not satisfied with the subsequent reply from TERRA Consultancy we recommend that the matter is referred for Alternative Dispute Resolution (ADR). Several providers can supply this service, which is free to the consumer. TERRA Consultancy is likely to agree to any recognised provider; by which we mean any organisation that is recognised by the Chartered Trading Standards Institute (CTSI).

If you remain dissatisfied, you may wish to take the matter further with a funding or statutory body as the ultimate point of appeal for DSA related complaints is:

- Student Finance England, Tel: 0300 100 0607, www.direct.gov.uk/dsas
- NHS Bursaries. Tel: 0845 358 6655, dsa@nhspa.gov.uk



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Until 2020



- Student Finance Wales

Tel: 0300 100 0618,

- The Open University, Tel 0300 303 5303, dsa-queries@open.ac.uk
- The Telecare Services Association. Tel – 01625 520320, info@telecare.org.uk