



LINK GROUP

COMPLAINTS POLICY

APPROVED: DEC 2007

EFFECTIVE DATE: 12TH DEC 2007

REVIEW DATE: DEC 2012

POLICY: COMPLAINTS**1. INTRODUCTION**

Link Group (“Link”) welcomes feedback from all of its customers, from which Link can learn lessons and make improvements to service delivery. Link also recognises that people who are not customers may be entitled to make a complaint and in these circumstances the complaint will be dealt with as if the complainant were a customer. References to “customer”, therefore, in this policy include such instances.

This policy has been devised to ensure that we respond quickly and appropriately to all complaints received.

2. OBJECTIVES

The objectives of the policy are to ensure that:

- the person making a complaint receives a prompt and appropriate response
- the complainant is kept fully informed about the way the complaint will be investigated, and when and how future contact will be made
- Link staff respect the confidentiality of all information provided by the complainant or obtained in the course of investigation
- Link carries out a full, prompt and fair investigation of the circumstances of the complaint
- the complainant is advised of the outcome of each stage of investigation
- any necessary action is taken by Link at the earliest opportunity
- the complainant is fully informed of other possible avenues of complaint as appropriate (eg Public Services Ombudsman, Care Commissioner etc)
- the complaint is documented and records retained

3. APPROACH AND METHOD

The Group Board, in its formal approval of the policy, acknowledges that it accepts full responsibility for its implementation. Day to day responsibility for the operation and monitoring of this policy lies with the Directors and Managers of both the Group and its subsidiaries. All staff have a responsibility to ensure that the policy is applied as instructed.

The policy will be implemented through:

- Devising procedures for compliance with the policy
- Initiating staff training sessions to ensure all staff are aware of their responsibilities and obligations

- Monitoring adherence to policy requirements

4. MONITORING, PERFORMANCE MEASUREMENT AND REPORTING

The following areas will be subject to monitoring on a continuing basis:

- Risk management
- Provision of training to staff
- The need for review of procedures

These areas will be monitored by individual Managers for each company, and reported on regularly to their Board. Each Board will in turn report to the Link Group Board as required.

An annual audit of policy compliance will be conducted by the Internal Auditor and/or the Strategy, Planning & Risk Manager. The results of the audit will be reported to the Audit Committee.

5. POLICY AVAILABILITY

This policy is available [on the Link Group website,] to the Board on the Link Group extranet and to staff on the Link Group intranet.

Copies are also available on request and free of charge from Link. A summary of this policy can be made available in a number of other languages and other forms if required.

6. POLICY REVIEW

Link undertakes to review this policy regularly with regard to:

- applicable legislation, rules, regulations and guidance
- changes in the organisation
- continued best practice.

7. EQUALITY & DIVERSITY

The operation of this policy will always be in accordance with Link Group's Policy on Equality & Diversity.

Effective Date	Review Due	Approved by
12 th Dec 2007	Dec 2012	Link Group Board