

COMPLAINTS PROCEDURE

For use in the unlikely event of a Member raising a complaint.

This is a multi-purpose document worded in such a way so as to be used, internally, as a download, hand-out or emailed.

1. INTRODUCTION:

COUNTER CRIME PARTNERSHIP (CCP) accepts that from time to time our service may not meet the expectations of a Member. In this event it is extremely important to us to understand the Members' point of view in order to potentially improve how we work. For this reason, we respectfully request that any Member with a Complaint gives us the opportunity to resolve it.

Initially the Member should discuss the matter with the team member they have been dealing with. For the purposes of deciding whether to initiate this Complaints Procedure the definition of a "Complaint" is where a Member submits a Complaint in writing, which is easily identifiable as a Complaint, OR verbally states that they wish to make a Complaint and is prepared to provide at least outline details of the Complaint to either the team member they are talking with or a line manager.

In the event that the Member says that they intend to make a Complaint (i.e. in the future) then we will offer to send them a Copy of our Complaints Procedure and the process will start following the receipt of the actual Complaint.

2. HOW WE WILL DEAL WITH YOUR COMPLAINT:

CCP aims to resolve any Complaint promptly, fairly and with minimum formality. This is achieved by having in place appropriately robust systems and procedures which we hope will enable us to provide the Member with an accurate decision within the shortest possible time. During the process of a Complaint, we will keep the Member informed throughout using plain English, either by letter, email or verbally and on every occasion, we will be polite and professional. Furthermore, in an effort to improve standards and help with future training we may monitor and/or record telephone calls.

3. TIMESCALES:

CCP will acknowledge receipt of a Complaint within 10 working days of its arrival with us and as part of this acknowledgement we will attach a copy of the most current Complaints Procedure document. Also, as part of this acknowledgment we may have to ask the Member for information regarding personal circumstances and other relevant information from the time we commenced our business relationship.

CCP will ask the Member to reply to requests for information within particular time periods and if these are not met then the overall time it takes us to resolve a Complaint may be increased and in the event of non-reply the Complaint may be subject to closure. Ideally, we will aim to resolve a Complaint within an 8-week timescale.

4. HOW WE WILL MAKE A DECISION:

CCP will always take into account what the Member tells us about the service provided as well as the appropriately comprehensive file notes that will have been kept and any subsequent information provided by CCP Team Members who have been involved. The role of the person (or people) investigating the Complaint at CCP is to clarify what has happened based on the evidence presented. In order for a Complaint to be upheld the Member must generally demonstrate that the service provided was unsuitable and/or that there has been a breach of any regulations or duty of care; whether a financial loss has been suffered or not.

5. REFUND:

CCP will only offer a refund if it has been categorically established that the Member has suffered any poor service. When we determine that a refund is due then we will aim to offer the Member an amount that puts the Member in the position that they would have been in had the appropriate service been provided by CCP.

6. THE DECISION LETTER:

CCP will provide the Member with a written Report which will explain the outcome of the investigation and if applicable we will advise the Member how we plan to make sure that the same mistakes do not happen again. We will also provide the details of any settlement that we may deem as appropriate together with any timescale for acceptance thereof. Alternatively, we may outline the reason why the Complaint has been rejected by ourselves.

7. FINALLY:

Dear Valued Member,

If you are reading this message, then you have requested a copy of the CCP Complaints Procedure. It could be that you wish to engage the services of CCP and would like to know that we are a professional organization with good systems, procedures and strong ethical values in place. If this is the case, then I hope that you are satisfied with what you have read and I look forward to doing business together.

If, however, you are a Member with a real Complaint then I am personally very sorry that things have reached this point. I assure you that we value working with you and thank you for the work we have done together so far. My ideal outcome is that your Complaint is resolved and that we continue to work together.

Yours Sincerely,

Scott PEPPER

Counter Crime Manager

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