

Complaints Policy

1. Complaints Policy Statement

ForeTwo Group Limited:

- is committed to providing an excellent service to all employee's, workers, agency partners, clients and organisations.
- will take seriously any concern or complaint and will look into it promptly, for resolution as quickly as possible
- will keep a register of all complaints, which will be reviewed regularly by the senior managers
- All staff are required to read, understand and comply with this policy and its procedures

2. Introduction

2.1 ForeTwo Group Limited strives for high standards and welcomes feedback from individuals, employee's, workers, clients, agency partners and organisations on all aspects of our service. Such feedback is invaluable in helping us evaluate and improve our work.

2.2 The objectives of ForeTwo Group Limited complaints policy and procedures are to:

- Ensure everyone knows how to make a complaint and how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Ensure that complaints are monitored to improve our service

2.3 ForeTwo Group Limited will ensure that we:

- Treat all complaints as confidential, where possible
- Record, store and manage all complaints accurately and in accordance with the Data protection Act
- Investigate the complaint fully, objectively and within the stated time frame
- Notify the complainant of the results of the investigation and any right of appeal
- Inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence

3. Definition of a complaint

3.1 A complaint is any expression of dissatisfaction by an individual, employee, worker, agency partner, client or organisation whether justified or not.

3.2 A complaint can be made if it is felt that ForeTwo Group Limited has:

- Failed to provide a service, or an acceptable standard of service, or made a mistake in the way the service was delivered
- Failed to act in a proper way
- Provided an unfair service

3.3 This policy and procedure relates only to complaints received about ForeTwo Group Limited and its services.

4. Concern or Complaint

4.1 It is important to establish the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the likelihood of their developing into formal complaints.

4.2 If you have any concerns about our service please call 0808 196 9601 or email enquiries@foretwogroup.co.uk as soon as possible, so they can quickly understand your concerns and try to put things right.

4.3 If you are not happy with the response to your concern and/or you want to make a formal complaint please follow the procedure below.

5. Complaints Procedure

5.1 ForeTwo Group Limited aims to settle complaints quickly and satisfactorily. The complaint may be resolved quickly by way of an apology or by an acceptable explanation.

5.2 There are three stages to the complaint's procedure:

- Stage One – the complaint
- Stage Two – investigation
- Stage Three – appeal

6. Stage One - Complaint

6.1 The complaint can be written, or if preferred can call 0808 196 9601 to raise with one of our members of staff who will write it down for you. The complainant will need to sign it.

6.2 Those wishing to make a complaint in writing should post to ForeTwo Group Limited, Suite 3 St James Business Centre, Wilderspool Causeway. Warrington, WA4 6PS.

6.3 The complaint should include the complainants name and address, the nature and date of the complaint and how they want to see it resolved.

6.4 ForeTwo Group Limited will acknowledge the complaint within seven days of receiving the signed complaint.

7. Stage Two - Investigation

7.1 All complaints at this stage should be dealt with by a manager. If they need to meet with the complainant, they will do so within twenty working days of receiving the written complaint, which will be done virtually were possible.

7.2 Complaints will be fully investigated, and a written response provided to the complainant within twenty working days by the investigator.

7.3 The complainant will receive written confirmation of the outcome of any investigation any recommendations/remedies made, such as reviewing of policies, staff development and training or appropriate improvement to our services.

7.4 Where the complaint is upheld an apology should be offered.

7.5 Occasionally investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent within twenty working days of it being received, and a final date given for a conclusion to be reached.

7.6 If the complainant remains dissatisfied with the outcome from Stage Two, they can appeal within fourteen days of the date of the outcome and progress to Stage Three.

FORE:TWO [GROUP]

FORE:TWO [UMBRELLA]

FORE:TWO [ACCOUNTING]

FORE:TWO [CIS]

Registered Office:

20 St James's Business Centre

Warrington

WA4 6PS

Company Reg: 10867179

Telephone: 0808 196 9601

Email: info@foretwogroup.co.uk

www.foretwogroup.co.uk



8. Stage Three - Appeal

8.1 If the complaint cannot be resolved to the complainants satisfaction at stage two, or if the manager feels that the complaint is of a very serious nature, then it will be referred to the Chief Executive.

8.2 The Chief Executive will acknowledge receipt within seven working days, they will review the Stage Two investigation and recommend one of the following actions within twenty working days (from the date the complainant stated they wanted to take the complaint to stage 3):

- Uphold the action taken at Stage Two
- Make changes to the Stage Two recommendation/actions

8.3 The complainant should be informed in writing of the outcome of stage three, the decision reached about this complaint will then be final but other options available to the complainant (as listed below) should be detailed in the letter.

8.4 If after ForeTwo Group Limited has been through the three stages and the complainant is still not satisfied with the result, they should be advised that there is no further right of appeal with ForeTwo Group Limited but they could approach any of the following agencies for advice:

- A solicitor
- The advisory, conciliation, and arbitration service

This should be done within one month of receiving the outcome from the appeal.

9. Anonymous complaints

9.1 Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

10. Data protection

10.1 To process a complaint ForeTwo Group Limited will hold personal data about the complainant, which the individual provides, and which other people give in response to the complaint. We will hold this data securely and only use it to address the complaint. The identity of the person making the complaint will only be known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applied or allegations are made which involve the conduct of third parties.

10.2 ForeTwo Group Limited will normally destroy complaints files in a secure manner six years after the complaint has been closed.

11. Monitoring

11.1 Complaints are an important tool which, alongside data provided by surveys, feedback and focus groups, will allow us to learn about the services we provide. They provide a useful source of information about how individuals or organisations see our services and how we are delivering them. To ensure we can learn from complaints the following data will be collected:

- Name and address
- Name of person dealing with the complaint
- Date of complaint and response
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint Lessons learnt

11.2 Complaints information will be considered on a regular basis by the Management Team. Wherever possible the data will be used to improve and develop the service.