



# Complaints Policy

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## Complaints Policy

Inclusion [Social Ratings] views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person/or organization that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- To publicize the existence of our complaints procedure so that people know how to contact us to make a complaint;
- To make sure everyone at Inclusion [Social Ratings] knows what to do if a complaint is received;
- To make sure all complaints are investigated fairly and in a timely way;
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired;
- To gather information which helps us to improve what we do.

## Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Inclusion [Social Ratings].

## Where Complaints come from

Complaints may come from any person or organization who has a legitimate interest in Inclusion [Social Ratings].

A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should use other Inclusion [Social Ratings]'s mechanism.

If a client or organization has a complaint about a certification decision they can contact the Smart Campaign directly at [complaints@smartcampaign.org](mailto:complaints@smartcampaign.org)

## Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## Responsibility

Overall responsibility for this policy and its implementation lies with the management committee.



## Complaints Procedure of Inclusion [Social Ratings]

### Publicized Contact Details for Complaints

Written complaints may be sent to Inclusion [Social Ratings] sl, Carrer de Sardanya 229, 5a planta, 08013 Barcelona or by email to [contact@inclusionsocialrating.org](mailto:contact@inclusionsocialrating.org)

Verbal complaints may be made by phone to +34 667 28 30 50 or in person to any of Inclusion [Social Ratings]'s staff.

### Receiving Complaints

Complaints may arrive through channels publicized for that purpose or through any other contact details or opportunities the complainant may have.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Inclusion [Social Ratings]
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by email so that the complaint is recorded in the complainant's own words.

## Resolving Complaints

### Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Director of Operations within one week.

On receiving the complaint, the Director of Operations records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgment should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.



Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

## Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed. At this stage, the complaint will be passed to the Senior Management Team. The request for the Senior Management level review should be acknowledged within a week of receiving it. The acknowledgment should say who will deal with the case and when the complainant can expect a reply.

The Senior Management Team may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage One should be kept informed of what is happening. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Senior Management decides it is appropriate to seek external assistance with resolution.

### Variation of the Complaints Procedure

The Senior Management Team may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, if there is a complaint about a member of the Senior Management Team, the said member should not be involved in the Stage Two review.

### Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends, which may indicate a need to take further action.



## Complaint Template

Date: \_\_\_\_\_

Time of complaint: \_\_\_\_\_

Complaint no.: \_\_\_\_\_

Complainant name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Nature of complaint: \_\_\_\_\_

Means of submitting complaint / recommendation:

In person \_\_\_ Phone \_\_\_ Email \_\_\_ Mail \_\_\_ Media \_\_\_ Other \_\_\_\_\_

Description of complaint / recommendation:

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\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

Received by: \_\_\_\_\_



## Complaint Tracking Log

Complaint number	Date of complaint	Time of complaint	Name of complainant	Identifying information	Phone number	Email
1	xx/xx/xxxx	xx	John Smith	YT897896	99999999	john.smithq@hotmail.com

Nature of complaint	Priority	Complaint registered by	Complaint resolution assigned to	Status	Resolution expected date
xxx	High	First name, Last name	First name, Last name	Open	xx/xx/xxxx



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