

COMPLAINT POLICY STATEMENT

Videonations believes that if a service user wishes to make a complaint or register a concern they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of Videonations disciplinary policy.

Videonations believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. We support the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at a local level between just the complainant and Videonations.

The aim of Videonations is to ensure that its complaints procedure is properly and effectively implemented, and that service users feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

The goals of Videonations are to ensure that:

- service users and/or their representatives are aware of how to complain, and that Videonations provides easy to use opportunities for them to register their complaints
- a named person will be responsible for the administration of the procedure
- every written complaint is acknowledged within two working days
- investigations into written complaints are held within 28 days
- all complaints are responded to in writing
- complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and service users.

The named complaints manager with responsibility for following through complaints is Ian Carter/Adrian Hancock (whichever is relevant).

For further information please call 0845 084 3000 or email enquiries@videonations.com