

Policies

Call us: 01225 394382 Email us: sendias@bathnes.gov.uk Text: 07530263401

SENDIAS BATHNES – CUSTOMER FEEDBACK/COMPLAINTS POLICY

If you wish to make a complaint about Sendias Bathnes please talk to us first. You can contact the Sendias Bathnes service by telephoning 01225 394382, or by emailing sendias@bathnes.gov.uk.

Having contacted us if you are still unhappy you will be able to contact the Sendias Bathnes Manager who will investigate the complaint. Please contact us as above and mark any email in the subject line as follows: **COMPLAINT FAO MANAGER**

The main purpose of this policy is to enable any matters raised by customers to be received and resolved quickly at the initial point of contact. Customer feedback or complaints may include:

- General feedback and suggestions for improvement
- Reports about service failure
- Compliments about good service

Complaints or customer feedback is actively encouraged, tracked, monitored and used positively to make service improvements and changes where appropriate. We work hard to avoid and minimise complaints but where they do occur this policy defines how they will be fairly and courteously treated.

For the purposes of this policy, a complaint is defined as:
“an expression of dissatisfaction with the standard of service provided by Sendias Bathnes, or with something the service or a member of its workforce may or may not have done”.

Who can make a complaint?

Anyone can make a complaint about the service that we provide.

What do you need to tell us?

When you make a complaint we will ask you for:

- details of the complaint you wish to make
- what you would like us to do to make things right
- copies of any documents you have supporting your complaint
- your contact details so that we can respond to you
- details on any accessibility needs you might have (for example, if you use an induction loop, or need a translator or interpreter).

Please provide as much information as possible about your complaint.

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What happens after you complain?

We will acknowledge your complaint within **five working days**. We will provide a full response within **fifteen working days**. If we need more time to respond, we will contact you to tell you when you can expect a full reply. We will also tell you what you can do if you are not happy with how your complaint was handled when we respond to you.