

## COMPLAINTS POLICY AND PROCEDURE

### Policy Statement

The Workspace Group is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

### Complaints Procedure

If you have a complaint about our service please submit your claim in writing to The Corporate Services Manager at The Workspace Group, Tobermore Road, Draperstown, BT45 7AG or via email to: [adele@theworkspacegroup.org](mailto:adele@theworkspacegroup.org).

Within 2-5 days of us receiving your complaint we will send you an email or contact you by telephone acknowledging your complaint and asking you to confirm and/or explain the details of your complaint. We will also let you know the name of the person who will be dealing with your complaint. You can expect contact from our company within 2-5 days of us receiving your complaint.

We will then investigate your complaint. This will normally involve the following steps:

- a. We will ask the member of staff, who dealt with you, to respond to your complaint.
- b. We will then examine the member of staff's reply and the information you have provided for us.

Following our investigations we will then invite you to discuss and hopefully resolve your complaint.

If you do not wish to discuss your complaint over the phone or if a face to face meeting is not possible, we will send you a detailed reply to your complaint. This will include any suggestions for resolving the matter.

At this stage, if you are still not satisfied with the outcome of your complaint you can write to us again and the Chief Executive of the company will review the decision within 10 days.

Within 5 days of the end of the review we will write to you confirming our final position on your complaint and explaining our reasons.

If following the decision of the Chief Executive you feel the complaint has not been resolved with a satisfactory outcome, you should refer your complaint to the relevant external organisation for further assistance. The details of the relevant external organisation in relation to your specific complaint will be detailed in the letter confirming the Chief Executive's decision on the complaint.

### Review

The effectiveness of this policy and associated procedure will be reviewed on an annual basis and the policy will be amended as necessary.

Signed:



Date: 29/05/2019

**Chief Executive**  
**The Workspace Group**