

Complaints Policy/Procedure

Related Documents	Doc. Reference
DDN Complaints Leaflet	N/A
ISO Quality Manual	N/A

1.1 Policy Statement

Drink Drive North (DDN) is committed to ensuring that people using our service have the best experience possible. Our policy is to investigate any complaint with fairness, transparency and openness. Complaints are welcomed by DDN as a way of improving the quality of the services we deliver.

To ensure that customers can complain in a way that is easy and effective, complaints may be verbal, electronic (email), or in writing.

DDN is committed to the principle that no person shall receive unfavourable treatment including members of protected groups such as those outlined by the Equalities Act (2010).

2.0 Procedure & Process

2.1 Purpose

To ensure complaints are responded to consistently, swiftly and fairly and that complainants have the opportunity to seek reasonable redress where we have failed to deliver, or where they feel they may have been unfairly treated.

2.3 Scope

The procedure covers all complaints received in relation to DDN services whether verbally, electronically or in writing.

It should be used to address formal complaints but also to monitor informal complaints made by customers who may not wish to take further action.

Next Review Date: 04 August 2016

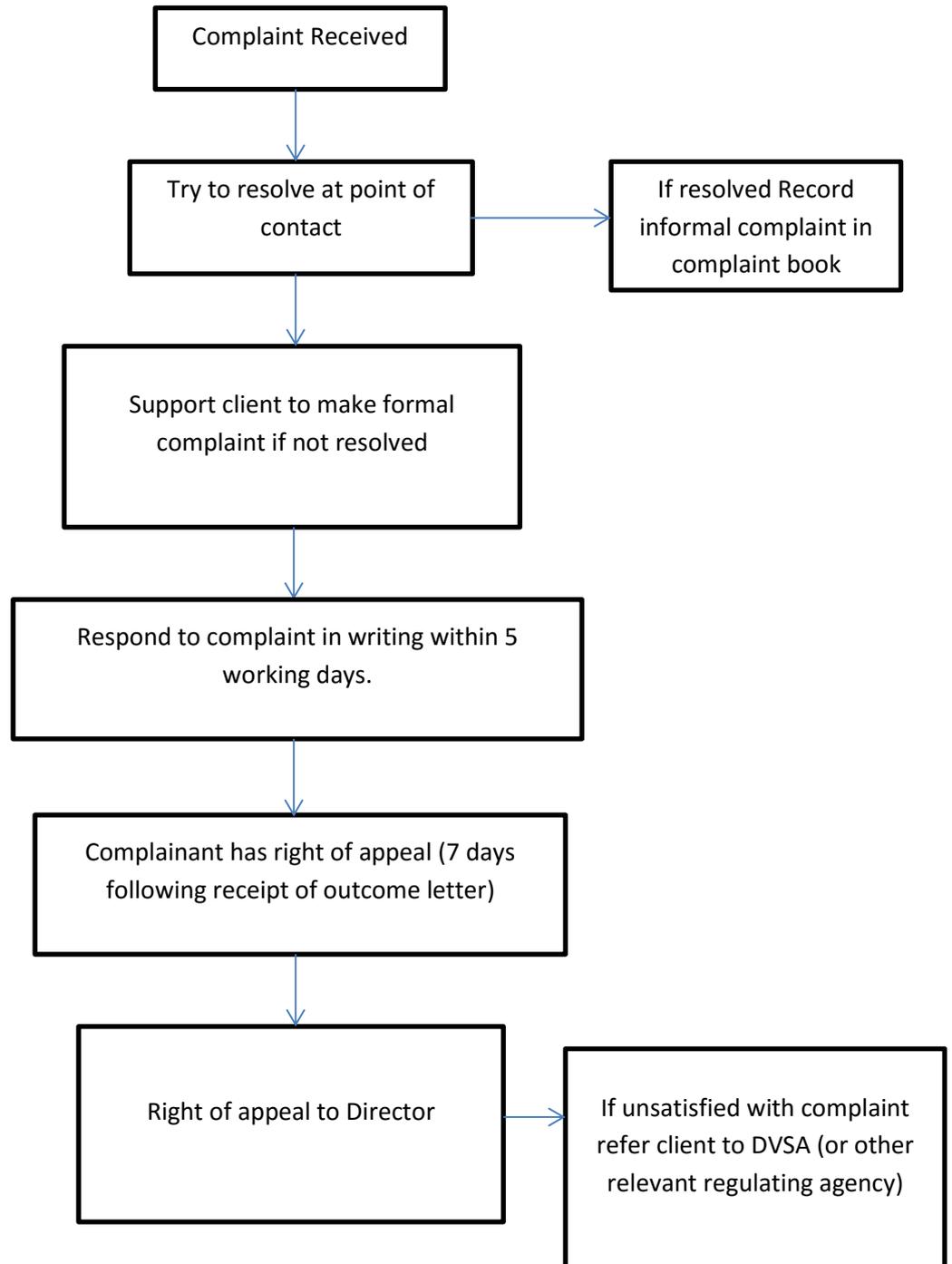
Review Date: 04/08/2015

Authorised By & Signed by:



Director

Process



2.4 Responding to a complaint

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We will always try to resolve any complaint at point of contact. However, you may wish to make a complaint in writing, or electronically (to the Director).

Email Complaints to: admin@drinkdrivenorth.co.uk

If the complaint relates to the call taker the complainant should be advised that another member of staff will call them back to support their complaint.

The formal complaint process will begin once the complaint has been formally registered by the DDR course administrator (on receipt of letter, email).

Any complaint not received via this method will be considered informal. This should be noted in a complaints book for discussion within management review meetings.

If receiving a complaint via telephone the call taker should endeavour to record the following information:

- Name/Address
- The details of the complaint
- The time/date any issues took place (where relevant)
- Who was involved
- What outcome the complainant would like to see

Complainants should be informed the name of the investigating officer & that they will receive a formal written response to their complaint within 5 working days.

Within 5 working days of receipt of complaint the investigator should write a formal letter acknowledging receipt of complaint, clarifying our understanding of the complaint being made and explaining what actions will be taken. An expected date for resolving the complaint should also be noted.

2.5 Investigation Process

The director will contact the complainant to clarify any outstanding issues/questions and will also discuss the complaint with any involved member of staff/other party to gain their understanding of the sequence of events leading to the complaint and any actions taken.

A formal outcome report should be prepared within 5 working days of receipt of complaint. This should be based on the factual evidence at hand and not on conjecture.

This should include:

- A summary of the complaint
- Findings
- Outcome (upholding the complaint, rejecting the complaint, no conclusion)
- Recommendation (if appropriate).

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An outcome letter should be sent to the complainant outlining the outcome and recommendations (with consideration given to the complainants expected outcome).

The complainant should also be informed in the letter that they have the right to appeal within 7 days.

2.6 Making an Appeal

Complainants have the right of appeal if they are dissatisfied with the outcome of the complaint investigation.

The appeal should be directed to the Director and should be resolved within 1 month of receipt.

The appeals process should focus on whether the correct process was followed and available evidence gathered.

The outcome of the complaints investigation may be changed if the outcome appears contrary to the evidence – recommendations may also be changed.

2.7 Support with making a complaint

Should the complainant require support to make a complaint they should be advised to access their local Citizens Advice Bureau.

2.8 Informal Complaints

Not every complaint made against the service will be formal – some people may choose to simply express their dissatisfaction without requiring any further action be taken.

Whilst individual informal complaints cannot easily be investigated collating informal complaints can over time still enable us to identify any common patterns or issues that occur. Informal complaints should be raised within quarterly management review meetings and recorded within meeting minutes.

3.0 Complaining to the DSA

Should clients be unhappy with the outcome an appeal they should be provided with DVSA complaints email address as described in the Making a Complaint leaflet. ddr.complaints@dsa.gsi.gov.uk

Address if Complaining in Writing:

Head of Remedial Education
DDR
Driver Vehicle Standards Agency
The Axis
112 Upper Parliament Street,
Nottingham, NG1 6LP

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Director