

# COMPLAINTS PROCEDURE

Dorset Reclaim aims to provide services to the highest possible standard, however sometimes things do go wrong. If you are unhappy about any aspect of our service, or the way you have been treated by a member of our workforce, we encourage you to make your views known to us immediately and we will seek to make an appropriate response.

## Principles of our complaints procedure

We aim

- to resolve as many complaints as possible at first point of contact
- to deal with all complaints promptly, fairly, politely and where appropriate, informally
- to make the process of making a complaint as simple as possible
- to learn from complaints and use them to improve our services
- to ensure all complaints are dealt with as confidentially as possible, except where others may be put at risk by matters referred to in the complaint.

## If things go wrong

There are two routes for making a complaint, depending on whether your complaint is about a service you received from us, such as the collection or delivery of furniture, or the way you were treated by a member of our workforce, or it concerns something about the organisation as a whole.

If you have a complaint about our services or an individual, please speak to the Depot Manager concerned who will aim to resolve your complaint immediately if possible. The appropriate contact is as follows:-

Bournemouth  
Ruben Cortes  
Tel: 01202 394 963

Poole  
John Randall  
Tel: 01202 679080

Dorchester  
Phil Rimmer  
Tel: 01305 267711

If your complaint refers to the organisation as a whole, rather than a particular incident or issue, please contact the Project Manager, Ray Tovey, on 01202 773384.

## What happens next?

If you are still not satisfied with the response you have received, please outline the details of your complaint by letter or email and indicate how you wish us to respond, such as by telephone, letter or email. Remember to include your full contact details. If you prefer, we can send you a simple form to use. This should be sent to the Project Manager, Ray Tovey at 85 Stanley Road, Springbourne, Bournemouth, BH1 4SD or at [raytovey@dorsetreclaim.org.uk](mailto:raytovey@dorsetreclaim.org.uk)

Your complaint will be acknowledged by letter or email within 7 working days from the date it is received. The letter will tell you who is responsible for dealing with your complaint and give contact details, including a telephone number.

We will aim to provide a full response to your complaint within 21 days of the start of our investigation. Our response will include:-

- details of our investigation
- the decision about whether your complaint has been upheld or not and the reason for our decision
- if appropriate, how we will adapt our working practices to try and ensure such an issue does not arise in the future

If we are unable to provide you with a full reply within 21 days, we will contact you and tell you why. We will also give you a date by which a full answer is expected.

## What if I am still not happy?

If you are not happy with the response to your complaint, then you need to outline the reasons why you are dissatisfied in a letter to The Chairman, Dorset Reclaim Management Committee, 85 Stanley Road, Springbourne, Bournemouth, BH1 4SD.

The Chairman will arrange for a further review to be carried out. This review will be undertaken by 3 people from the management committee who have had no previous involvement in your complaint. They will:

- read through all the letters or papers

- speak to the individuals concerned with the complaint
- make a final decision

The Chairman will write to you within 28 days of receiving your appeal confirming

- the final decision
- the reason for the decision
- any appropriate redress
- any action that may be taken in the light of your complaint.

At any stage of this process, we are happy for you to ask a friend, family member or other person to speak to or write to us on your behalf.

This policy was adopted by the Dorset Reclaim committee on  
The 19<sup>th</sup> May 2008.

Signed: The Chairman