

3SC Customer Complaints Policy and Procedure

info@3SC.org

0330 30 30 300

www.3sc.org

3SC, Suite 156, 1st Floor

3 More London Riverside

London, SE1 2RE

The Issue Status

The Issue Status is indicated by the version number in the footer of this document. It identifies the Issue Status of the 3SC Customer Complaints Policy and Procedure. When any part of this document is amended, a record is made in the Amendment Log shown below.

The 3SC Customer Complaints Policy and Procedure can be fully revised and re-issued at the discretion of the 3SC Senior Management Team.

Further information and policy on Document Control and Control of Records is recorded in Section 7 of the 3SC Business Management System Quality Manual.

Issue	Amendment	Date	Initials	Signed off by
4.0	Complete re-write	September 2015	LM	JC
4.1	Update job roles	January 2016	LM	JC
4.2	General Updates	January 2017	LM	JC
4.3	Change to job role contact telephone number and address	November 2017	LM	JC
4.4	Change of job role and contact address. Rebranded template.	July 2018	DB	JC
4.5	Change of office address	May 2020	DB	JC

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1. Customer Complaints Policy

1.1 Purpose

3SC is committed to providing a quality service for its supply chain and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our partners, customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore; we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service or the service provided by one of our sub-contractors which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where things have gone wrong, or information on any action taken;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

2. Customer Complaints Procedure

2.1 Introduction

3SC aims to offer the highest level of service at all times. However, we recognise that from time to time there may be the need to raise a concern about an aspect of our work or the conduct of our staff. We take all feedback – both good and bad – very seriously and are continually working to improve the level of service we offer. Below you will find the different ways you can contact us, what you can expect when you do contact us and how we use your ideas to make sure that we offer the highest level of customer service possible.

Our pledge to you is that we will:

- handle your complaint swiftly and keep you informed of the situation
- treat you with respect
- investigate all complaints thoroughly and objectively
- send you a full response which addresses all the issues you have raised
- provide clear guidelines about what to do if you are unhappy with our response including next steps if you are unhappy with our initial response
- record and monitor all complaints
- take the relevant actions in order that our service improves

2.2 Raising a concern informally

You are encouraged to talk through any areas of concern as soon as possible in order that they can be resolved quickly. If you are unhappy with any aspect of 3SC please discuss it with your main contact in the organisation who will take steps to put the situation right. If you are not satisfied with the response or wish to express your concerns formally please contact our Risk and Quality Manager.

2.3 Raising a concern formally

All complaints should be made to our Risk and Quality Manager:



If you would like to talk to someone about your complaint please call us on 0330 303 0300 and ask to speak with our Risk and Quality Manager



If you would like to email someone please contact denise.blackwell@3sc.org



You can complete a Customer Care Response form which can be found on our website www.3sc.org / contact details / comment on our service



If you prefer to contact us by post please write to: The Risk and Quality Manager, 3SC, Suite 156, 1st Floor, 3 More London Riverside, London, SE1 2RE

We will acknowledge your complaint within **2 working days** and let you know who will be investigating your concerns. You will receive a more detailed response within **10 working days** from the manager that will be investigating your complaint.

2.4 Escalating a complaint

If you are not satisfied with the response you receive you can escalate your complaint. You will have three opportunities to escalate your complaint should you remain dissatisfied with the response you receive, details of which are outlined below:

STAGE ONE

Please contact the Risk and Quality Manager within **10 days** of receiving a response if you are not happy with the reply. We will forward your complaint to the next most relevant Line Manager for investigation and response within **10 working days**.

STAGE TWO

Please contact the Risk and Quality Manager within **10 days** of receiving the last response if you are not happy with the reply. We will forward your complaint to the next most relevant 'Head of' Senior Manager for investigation.

The nominated individual will:

- read through the necessary papers
- speak to relevant individuals involved with the complaint
- make a final decision

A response will be sent within **20 working days** which will confirm:

- the final decision about the complaint
- the reason for the decision

- any action that may have been taken in light of the report

STAGE THREE

If you are still dissatisfied you should correspond with the Risk and Quality Manager within **20 days** of receiving the last response. We will forward all details to the most appropriate member of our Executive Management Team. They will make arrangements for a review of the complaint handling process covering:

A response will be sent within **20 working days** which will confirm:

- whether or not the procedure has been followed properly and fairly
- the reason for the decision
- the solution, if appropriate, which will be offered
- what action may be taken in light of the review

***** The decision of the EMT member and nominated team will be final *****

The Risk and Quality Manager will record and monitor your complaint. In circumstances where time limits cannot be met you will be notified. The reasons for the delay with adjusted timescales will be supplied by the person responsible for handling the complaint.

Did we handle your complaint well?

So that we can continually improve our system we may contact you to find out if you are satisfied with the way we dealt with your enquiry. This will help us to find out what we are doing well and where you think we can improve.

If you remain dissatisfied with our response to your complaint

You have the right to refer your complaint to the Independent Case Examiner (ICE), JCP programmes or the Prisons and Probation Ombudsman (PPO) who will review how your complaint was handled. Further information and details on how to contact them can be found below;

Email:

ice@dwp.gsi.gov.uk

Please be aware that emails you send us, and those that we may send to you, are not secure as email messages can be intercepted. This also means any documents containing personal data that you send to us could be at risk. Emails received after 3pm will be processed on the next available working day.

In writing:

The Independent Case Examiner
PO Box 209
Bootle
L20 7WA
Telephone: 0345 606 0777 or 0845 606 0777

Or

Prisons and Probation Ombudsman
PO Box 70769
London
SE1P 4XY

More detail via <http://www.ppo.gov.uk/investigations/make-complaint/how-to-make-a-complaint-dvd/>

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