

Unicorn fire & safety solutions Ltd			
COMPLIMENTS, COMMENTS & COMPLAINTS POLICY			
Date of Statement	15/12/18	Date of Review	27/12/2018



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COMPLIMENTS, COMMENTS & COMPLAINTS POLICY

1. Introduction

Unicorn fire & safety solutions (Hereafter Unicorn), aims to provide a high quality service. We recognise, however, that there may be occasions when we get things wrong or service users are unhappy about some aspect of our service. Similarly, we recognize that as an organisation we will benefit from the ideas and comments of clients. We are also mindful of the value of compliments which act as an indicator of when 'we are getting it right'. The aim of our Compliments, Comments and Complaints Policy (hereafter CCC) is to give clear details of what steps can be taken to try put things right where there is a problem and how we will utilise comments and compliments to allow us to monitor and improve the quality of service we provide and thus strive to continuously improve.

2. Definition of a Complaint

Unicorn defines a complaint as:

“an expression of dissatisfaction, however made, about the standard or quality of service, action or lack of action, by Unicorn or its staff affecting an individual or a group of individuals in receipt of a service provided by the organisation”.

It is important to differentiate between a service user notifying Unicorn of a routine rectification request or other service matter and a bona fide complaint.

3. Key Principles

Unicorn's Complaints Policy is based upon 4 key principles:

- I. ***It will be responsive***
We will offer those who complain a clear response to their complaint. Responses will be provided within clearly defined timescales and in a sensitive and sympathetic manner.
- II. ***It will seek to improve service delivery***
It will give us a second chance to achieve client satisfaction, prevent recurrence and thus help shape future improvements in service delivery.
- III. ***It will be easy to access and be well publicised***
Unicorn will accept complaints from clients, or from those appointed to represent the complainant; either in person, by telephone, by letter or via the internet. Unicorn Complaints Policy will be published within our Quality Process & Assurance Portfolio (QPAP), and communicated whenever requested in a format suitable to the complainant or other relevant person.
- IV. ***It will be well managed***
Our complaints handling will aim to be objective and to resolve problems as soon as possible in a manner which respects confidentiality and privacy.

4. Using the 'Complaints' Policy

As far as possible, all complaints will be treated in confidence. The only exception to this will be where there is a statutory requirement placed on Unicorn to notify specific agencies with regard to certain types of complaints.

The name of the person(s) making a complaint will not be divulged any more than is absolutely necessary within Unicorn. It should, however, be recognised that if a complaint involves another service user, or member of staff, it may be very difficult for us to look into the matter without

talking to that service user or staff member. Where we believe it is necessary to share or release information to others outwith Unicorn, e.g. external agencies, we will first seek permission before doing so. Nevertheless, if asked to maintain confidentiality, we will try to respect the complainant's wishes; this may, however, impact on our ability to reach a satisfactory conclusion to the complaint.

Where complaints are made in relation to our general management, and in which other clients or service users may reasonably have an interest, the process may involve our meeting with groups of clients or service users to help us reach a satisfactory resolution.

We will not normally deal with anonymous complaints, other than in a very general way, given the difficulty of our carrying out a full investigation. We will, however, retain such complaints on file as they may provide an early warning of a service delivery failure.

5. The Compliment, Comment & Complaints Procedure

Normally a complaint will be lodged at the earliest stage and then processed, as appropriate. Should a complaint be made by a member of Unicorn's staff, he/she shall refer the complaint to the company Director promptly and advise the complainant accordingly. Likewise with relevant comments and compliments.

A letter will be sent to the complainant within 5 working days of receipt of a complaint confirming the detail of the originator's concern. Where a compliment or comment is received which warrants a response, suitable communication will be initiated.

The complaint will be studied by the Director and actions determined as appropriate. A further letter will be sent normally within 15 working days, to advise of the outcome.

6. Independent Advice and External Review

Unicorn will always take complaints seriously and strive to resolve these amicably and to the satisfaction of the complainant. However, should a complainant feel that the complaint has not been resolved under Unicorn's Complaints Policy, or if they prefer in the first instance to refer their concern to a professional body, Unicorn is a member (and therefore subject to the rules and codes of conduct) of:-

- The Institution of Fire Engineers
- The Institute of Fire Safety Managers
- The British Fire Service Association

Where an academic appeal has not been resolved to a delegate's satisfaction, there is an opportunity to make application for a review under the Delegate Complaints Procedure.

7. Comments & Compliments

We also welcome compliments and comments on how we can improve our service. We therefore, encourage clients and service users to express their suggestions and comments for improving our service.

8. Recording & Monitoring CCC

All Compliments, Comments & Complaints, both informal and formal, will be recorded, collated and reported to the company Director.

9. Redress

If following analysis of a complaint, it is determined that Unicorn is at fault, where possible, redress should be offered, including an explanation of what went wrong, what steps will be taken to prevent a recurrence and what redress is proposed. These details will be outlined as part of our response to individual complaints.

10. Publicity

The CCC Procedure will be published and available from Unicorn offices.

11. Future Policy Reviews

This policy will be reviewed 3 yearly and as and when appropriate.



Mike Ablitt. Director - Unicorn fire & safety solutions