



Complaints & Compliments Procedure

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Complaints & Compliments procedure

Introduction

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services or those of our service providers, it is important that you let us know.

Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services may make a suggestion. Comments or suggestions can be emailed to office@empsn.org.uk

Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from the lessons learned to help us improve the service we provide. We treat all complaints in confidence. emPSN assures customers that it will not withdraw or reduce services because someone makes a complaint in good faith.

Who can complain

Anyone affected by emPSN or about services provided by our approved suppliers can make a complaint.

A representative may complain for the affected person if they:

- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf



How you can make a complaint

If you have been affected by poor service or product performance from a service provided by emPSN or one of our service providers, you can complain in one of the following ways:

- in person
- by telephone
- through an advocate or representative

where someone complains orally we will make a written record and provide an email copy of it within 3 working days

- by letter
- by email

If your complaint relates to the service provision of one of our approved suppliers please follow the supplier's complaints process having regard to the appropriate supplier Terms and Conditions for the service being provided. This allows our supplier the opportunity to put right any issue initially.

If upon receipt of our suppliers full and final resolution, you remain dissatisfied you may escalate your complaint to a member of the emPSN Team for review (see step 8). Please provide as much information and documentation as you can in support of your complaint so that it can be dealt with as quickly as possible.

Responsibility

emPSN will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get help.

How we handle complaints

emPSN may ask one of the management team at the organisation in question to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints resolved within 30 working days unless we agree a different time scale with you.

When we have finished investigating, we will write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.



Where a complaint relates to the [product or service provided by one of our suppliers](#), please see their individual complaint response time.

Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further steps

In the event that you remain dissatisfied with the resolution offered by emPSN or our approved supplier and your complaint has been deemed as in deadlock, you may wish to take your complaint to the Ombudsman Services: Communications (OSC). With the help of an external independent body it is their job to investigate complaints fairly, listen to both sides and look at the facts. The decision is binding on us but you can reject it and take the dispute to court.

OSC website: <https://www.ombudsman-services.org/sectors/communications>
By post: Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU
By phone: 0330 440 1614
By email: enquiries@os-communications.org

This is a free service.

Useful numbers

Office of Communications

www.ofcom.org.uk

Postal address: Ofcom Contact Centre, Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

Tel: 020 7981 3040

Full details of how to contact Ofcom, including how to provide them with information online, can be found here www.ofcom.org.uk/contact-us/

Trading Standards Advice

You can find your local Trading Standards office by using the search facility at www.tradingstandards.gov.uk

Citizens Advice Bureau

You can get online advice or find your local Citizens Advice Bureau at www.citizensadvice.org.uk



Equality and Human Rights Commission

You can get online advice at: www.equalityhumanrights.com

Alternatively, you can contact them by phoning:

0845 604 6610 (England)

0845 604 5510 (Scotland)

0845 604 8810 (Wales)

Our office hours

Our telephone lines are open as follows:

08:00 – 17:00 Monday – Friday

01604 879869