

Complaints Handling Policy

Reviewed September 2007

Complaints Handling

Help us to put things right

Safety Net Associates Limited is committed to delivering an efficient and professional service. We aim to provide prompt, courteous, helpful, open and informative advice in response to every approach made by a member of public. We are always keen to hear the views of our customers, particularly the general public, about our performance generally – what we do right and what we do wrong.

We recognise that, like all organisations, from time to time things can go wrong, and we do not provide the Standards of Service that we have set ourselves. We are especially keen to hear about such instances since they provide us with an opportunity to put things right and to learn from our mistakes. That way, we can get it right next time.

Types of complaint handled

Handling complaints quickly, fairly and helpfully is a key part of our approach to service delivery. Examples of complaints about a service provided by Safety Net Associates Limited might include:

- dissatisfaction with the way in which we respond to an enquiry, or the time that we took to respond;
- a perceived injustice because of alleged maladministration on our part;
- a denial of a request for information made under the Freedom of Information Act;
- dissatisfaction with the way in which our assets are maintained; or
- dissatisfaction with the response to a request for our services to be provided in a different format.

Sometimes things go wrong and Safety Net Associates Limited does not provide the quality of service expected. When this happens we will endeavour to:

- ensure that making a complaint is as easy as possible;
- treat a complaint seriously whether it is made in writing by letter, via fax, email or by telephone;
- deal with it promptly, politely and where appropriate, informally (for example, by telephone);
- include in our response an apology where we have got things wrong, an explanation of the position, or information on any actions taken; and
- learn from complaints, use them to improve our service.

How to make a complaint

You can make a complaint in writing by letter, via fax, email or by telephone. If you are emailing, please let us know if a reply by email is acceptable and, if not, please provide a telephone number or full postal address.

Complaints should normally be directed to the member of staff with whom you have been dealing. This will give them the opportunity to explain what actions have been taken and to try to sort things out with you. If you would prefer, you can ask the member of staff for the name of their line manager and direct your complaint to them.

What happens next?

We will use our best endeavours to:

- treat complaints thoroughly, fairly and politely, and investigate them sensitively; and
- respond promptly. Our target for replying to complaints is 15 working days from the date of receipt. If it is not possible to give you a full reply within this time – for instance because detailed investigation is required – we will give you an interim response, telling you what is being done to deal with your complaint, and when you can expect the full reply and from whom.

Our first response to your complaint should resolve your problem; however, if you are unhappy with our reply, or need further help, you can write to Safety Net Associates Limited' Complaints Officer who will consider the issues afresh, and try to resolve them.

Our Complaints Officer is

Sara Kennett

Safety Net Associates Limited

2nd Floor, 145-157 St John Street

London EC1V 4PY

Email: info@the-safety.net

Telephone: 0845 094 6478