



Complaints procedure

We want to help you resolve your complaint as quickly as possible.

Salus is committed to providing a high-quality service to everyone we deal with. In order to do this we need you to provide feedback about our service, and to tell us when we get things wrong.

We treat any complaint as an expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service. A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- the standard of service we provide
- the behaviour of our staff
- any action or lack of action by staff affecting an individual or group

Our complaints policy does not cover:

- matters that have already been fully investigated through this complaints procedure
- anonymous complaints

Our standards for handling complaints

- we treat all complaints seriously, whether they are made by letter, phone or by email
- you will be treated with courtesy and fairness at all times - we would hope, too, that you will be courteous and fair in your dealings with our staff at all times
- we will treat your complaint in confidence and information will only be shared within the organisation on a 'need to know' basis
- we will deal with your complaint promptly - we will acknowledge receipt of a written complaint within 5 working days and we will send you a full reply within 20 working days of receipt
- if we cannot send a full reply within 20 working days of receipt we will tell you the reason why and let you know when we will be able to reply in full

Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998.

How to complain

You can make a complaint to the addresses in the 'Contacting Us' section below by email or by letter.

We have a 2-stage complaints procedure. At each stage it will help us to resolve your complaint quickly if you can give us as much clear detail as possible, including any documents and correspondence and stating that you are making a complaint in line with our procedure.

The stages of the complaints procedure

Stage 1

This is the first opportunity for the organisation to resolve a complainant's dissatisfaction, and the majority of complaints will be resolved at this stage. In the first instance, we will try to get your complaint resolved by the Team leader or Manager of the area or team against whom the complaint has been made. Upon receipt of your complaint we will contact the relevant Team Leader or Manager and ask them to deal with your complaint.

Our strong preference is to use restorative processes to facilitate an informal resolution. This approach focuses on resolving conflicts at the earliest possible stage, seeking to avoid unnecessary blame and supporting everyone involved in finding a constructive solution to issues.

Stage 2

If you are dissatisfied with this response you may request a review by a Director of the organisation. Your request should be sent to the address given below, who will forward your request to a Director.

At each stage, please send your complaint or request for review to the help desk.

Timescales for handling a complaint

Stage 1 - maximum 20 working days

- acknowledgement within 5 working days
- full response within 20 working days

Stage 2 - maximum 20 working days

- acknowledgement within 5 working days
- full response within 20 working days

Extending time limits

We aim to complete all complaints within the timescales above; however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case, we will keep you informed of progress with the investigation, the reasons for the delay, and the new deadline.

Following any stage of the procedure, a complainant has a maximum of 28 days from the date of the final response to request that their complaint be progressed to the next stage.

If you remain dissatisfied

If having followed the 2 stages of our complaints procedure you still remain dissatisfied, you can ask to have your complaint reviewed by another Director using the contact details below.

Contact Us

info@salusgroup.org.uk

Salus

Greenacres Barn

Pound Lane

Smeeth

Ashford

Kent

TN25 6RJ

01303 817470

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