



AAUK Policy – Customer Complaints Procedure

If you have a complaint about our organisation, we want to hear about it, and we will do our best to put it right. We all aim to deliver a high-quality service to our customers; however, things go wrong from time to time. If they do, we need to know so we can put it right and learn from our mistakes.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who is:

- Receiving a service from AAUK;
- Caring for someone who has a complaint;

All AAUK employees and representatives have complaints slips available on request, in order to make it as easy as possible for our customers to follow up on any concerns.

How to complain

Stage 1

Many complaints can be resolved informally. In the first instance contact AAUK and, if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Stage 2

Put your complaint in writing and address it to our Operations Manager – Shelley Renshaw.

Email: enquiries@appropriateadultsuk.co.uk - FAO Shelley Renshaw

Or write to 1 Trem Y Nant, Pentre Broughton, Wrexham LL11 6DQ

You will receive acknowledgement of your complaint within 24 hours of receipt. and a response within 7 working days. AAUK's aim is to resolve all matters as quickly as possible.

However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected.

Stage 3

If you are not satisfied with the subsequent reply from our Operations Manager, then you have the option of writing to the Director, Geraldine Evans, stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the response from the Operational Manager.

Email: enquiries@appropriateadultsuk.co.uk - FAO Geraldine Evans

Or write to 1 Trem Y Nant, Pentre Broughton, Wrexham LL11 6DQ

The Director will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

Note – Please be sure to include your name and contact details along with a full description of your complaint in all instances.

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.