**Complaints Policy**

**Divine Days aims to provide the highest standard of service in everything that we do. We actively seek feedback and we want to know what you think of our services.**

Divine Days recognises the right of all partners, customers and service users to have access to an effective complaints process when dissatisfied with any aspect of the service, treatment or quality delivered by or on behalf of the company.

If there is an instance where you are not satisfied with a service you have received or unhappy in a way in which you have been treated when engaging with Divine Days you may wish to make a formal complaint. To do this please follow the complaints procedure outlined below.

You will receive an acknowledgement letter within three days of us receiving your complaint. The Managing Director will send you a detailed written reply to your complaint, including their suggestions for resolving the matter within 14 days of sending you the acknowledgement letter.

**Managing Director, Divine Days CIC,** **Office 1, Gardiners Place, Skelmersdale, WN8 9SP**

You may also send your complaint form by email to katie@DivineDays.co.uk

If you are unable to put your complaint in writing then please telephone the Managing Director on [add correct number] who will arrange for your complaint to be recorded and then dealt with as per the procedure below.

**Complaint Procedure**

**Complaint received:**

Complaint may be verbal or written. If the complaint is made in writing we recommend that the designated form appended to this policy is used. You should also keep a copy for your records.

If the initial complaint indicates that it may possibly be litigious – receipt only will be acknowledged and complaint passed on to our solicitor.

**Acknowledgements:**

Acknowledgement will be made at the earliest opportunity and within three working days of receipt. A copy of the complaint will be passed to Divine Days’ board of directors for comment.

The Managing Director will make a diary note to send holding letters acknowledging progress every 14 days with copies to the directors and board Chair.

**Investigation Process:**

The Managing Director undertakes an investigation involving all relevant staff, examination of the documents if relevant and the taking of statements if appropriate. Copies to be sent to the Board of Directors.

It may be necessary to arrange a meeting with the complainant and staff.

**Response:**

The Managing Director prepares a report for the Board of Directors who will complete the process by contacting the complainant.

The final report will be filed with the appropriate reference.

**If the Complainant is dissatisfied with the outcome:**

The matter may be referred for arbitration to either a third party or a relevant professional body.

**Appendix 1 [Complaint Form]**

To make a complaint, please complete this form and submit to the Managing Director

**By post:** Divine Days CIC, Office 1, Gardiners Place, Skelmersdale, WN8 9SP

**By email: katie@divinedays.co.uk**

1. **Your contact details**

Full Name:

Date of birth:

Address:

Telephone Number:

Email Address:

1. **Representative details**

If you wish to have someone to act on your behalf when dealing with your complaint, please complete the following details:

Full Name:

Address:

Telephone Number:

Email Address:

1. **If your complaint refers to a specific Staff member, Sub-contractor or Adviser - please give details:** (if your complaint is not related to a particular person please leave blank)

Person/s:

Interaction detail/Project:

1. **History of your complaint**

Have you attempted to resolve your complaint informally prior to submission of this formal complaint (Please circle your answer)

Yes No

If yes, when and how did you raise this?

Date:

1. **Details of your complaint.**

What is your complaint? Please be as specific as possible:

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1. **Resolution sought.**

How would you like your complaint to be resolved?

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