

18 - Complaints Procedure

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1. Complaints Procedure

Brain in Hand Ltd is committed to providing a quality service for its customers and staff and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our employees and customers. Therefore, we will respond to complaints in a sensitive and positive manner and appropriately address any issues that arise.

Brain in Hand Ltd defines a complaint as an expression of dissatisfaction (relating to the company, a member of our team or a service we have provided) that requires a response.

We aim to ensure that:

- making a complaint is as easy as possible;
- we treat any complaint as a clear expression of dissatisfaction with our service which calls for a timely and appropriate response;
- we deal with complaints promptly, politely and, when appropriate, confidentially;
- we learn from complaints, use them to improve our service and annually review our complaints policy and procedure.

2. Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Brain in Hand Ltd maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (each complaint will be assessed on its own merit). Should the nature of the complaint mean that confidentiality may be compromised, the situation will be discussed and clearly explained to the complainant.

3. Informal Complaints

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved and both parties are happy with the approach. In the first instance, please raise your complaint with your contact at Brain in Hand Ltd or call us on 01392 247909. If your complaint cannot be satisfactorily addressed through such an informal approach then our formal complaints procedure should be followed.

4. Formal Complaints

Our formal complaints procedure is intended to ensure that all complaints are handled fairly and consistently.

Brain in Hand Ltd have the responsibility to:

- acknowledge all formal complaints in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.
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Complainants have the responsibility to:

- bring their complaint, in writing, to the attention of Brain in Hand Ltd within 8 weeks of the issue arising;
- explain the problem as clearly and as fully as possible, including any action taken to date, and allow Brain in hand Ltd reasonable time to deal with the matter (timeframes are detailed within the formal complaints procedure below).

Stage 1

If you are unable to resolve your complaint informally, you should write to Brain in Hand Ltd setting out:

1. The details of your complaint.
2. The consequences for you as a result.
3. The remedy that you are seeking.

Complaints can be sent:

- via email to: support@braininhand.co.uk
- by post to: Brain in Hand Ltd, The Innovation Centre, University of Exeter, Exeter, EX4 4RN

You can expect your complaint to be acknowledged within 4 working days of receipt and a written response provided within 15 working days of receipt.

Stage 2

If you not satisfied with the initial response to your complaint you can write to the Chief Executive Officer of Brain in Hand Ltd and ask for a review of your complaint and our response. Your request for a review should be addressed for the attention of the CEO and sent:

- via email to: support@braininhand.co.uk
- by post to: Brain in Hand Ltd, The Innovation Centre, University of Exeter, Exeter, EX4 4RN

You can expect your request for a review to be acknowledged within 4 working days of receipt and a written response provided within 15 working days of receipt.

Brain in Hand Ltd aims to resolve all complaints as quickly as possible. However, inevitably some issues will be more complex and may therefore require time to be fully investigated. Consequently, the timescales given for handling and responding to complaints are indicative. If a specific complaint requires more detailed investigation, you will receive an interim response describing how the matter is being progressed and when, and from whom, a full reply can be expected.

Stage 3

If you remain dissatisfied with the response that Brain in Hand Ltd has provided and wish to escalate your complaint to a third party, we advise you to contact the Disability Services at your University or the HR Team at your workplace, explaining the basis of your complaint. The ultimate point of appeal would be the Disabled Students Allowances Quality Assurance Group ([DSA-QAG](#)) or your trade union.