

COMPLAINTS POLICY (attached to Client Agreement).

HR & Diversity Management Limited (HR&DM) is required to have in place, and operate, an effective internal complaints handling process for handling any expression of dissatisfaction, whether oral or written, from (or on behalf of) a complainant about our business's services. Members of the public have the right to complain about services or conduct that does not comply with all aspects of our business operations, policies and procedures. This, our policy, addresses the receiving of complaints, the responding to complaints and the process to follow when investigating complaints.

This Complaints Policy is referred to on our website www.hrdiversity.co.uk

Process

A complainant may raise concerns by any reasonable means (letter, telephone, email or in person). To avoid misunderstanding, written complaints are preferable. At that point the Consultant dealing with the case will acknowledge receipt of the complaint in writing within five working days and arrange for the matter to be addressed by an appointed investigator.

Written complaints may be submitted marked 'Confidential' and addressed to: HR & Diversity Management Limited, PO Box 1276, Swindon. SN25 4UX. Email; admin@hrdiversity.co.uk. Please provide any documents that are relevant and which should be taken into consideration.

All complaints are investigated by an appointed investigator who will be a competent and sufficiently independent person. That person may be a Director of the Company or an Associate (ie: an employment law expert) who has not been involved in your case. Importantly, the person appointed to deal with the formal complaint will not be implicated in that complaint in any way and Conflict of Interest will be observed at all times. Responses to a complaint will address adequately the subject matter of the complaint and where a complaint is upheld, will offer redress (See below).

A decision will be put in writing to the Complainant within eight-weeks of receipt of any complaint (See below).

The decision will be final in so far as it would conclude the internal complaint handling process.

If a Complainant remains dissatisfied s/he has a right to complain to the Legal Ombudsman within six months of the date of the written response from HR&DM.

The address of the Legal Ombudsman is:

The Legal Ombudsman
PO Box 6804
Wolverhampton
WV1 9WG

Timescale:

With regard to complaints made, the Directors of HR&DM may decline to consider a complaint that is made more than six months after the complainant became aware of the cause of the complaint.

All complainants will be referred to a sufficiently impartial and competent Director or Associate of HR&DM (the appointed Investigator). An acknowledgement of the complaint will be issued within five-working-days of receipt of such, giving the name or job title of the individual appointed to investigate the complaint.

The Investigator will address matters and will respond within an eight-week timeframe. If this is not possible a holding response will be sent explaining why HR&DM is not in a position to resolve the complaint immediately and indicate when the business will make further contact.

The Investigator will, within the eight-week timeframe, send the complainant either a final response or s/he will respond to the Complainant advising him/her why the business is not in a position to make a final response (ie: due to sickness). At this point the investigator will give the reasons for the delay and when it expects to provide that response.

Redress will be considered carefully in respect of any acts or omissions for which HR&DM is found responsible and that redress may involve financial redress or an apology or an offer to re-do work or refund fees (considering interest).

If a complaint remains dissatisfied, s/he may refer the case to the Legal Ombudsman within six months of the date of the written response from HR&DM.

Conflict of Interest:

Where senior management are implicated in any complaint, the matter will be investigated thoroughly and independently. Any member of the staff/team implicated in any complaint will stand down and will not lead or influence the investigation process.

The Complainant is entitled to a meeting with the Directors (at Offices in Wiltshire) and will have the right to be accompanied and supported by a person of their choice at every stage of the complaint procedure.

Any member of the HR team who the complaint concerns will have a right to see the complaint and will also have a right to respond as part of the investigation process.

Operating Principles:

- The Directors of HR&DM will ensure that this, the organisation's complaints procedure, is readily available at all times and is copied to the website.
- The Directors of HR&DM will ensure all complaints are handled in accordance with this policy and in strict confidence.
- The Directors of HR&DM will make themselves available to a) acknowledge receipt of a formal complaint within five working days and explain the complaints procedure in detail, b) will investigate matters thoroughly and appropriately within eight weeks and c) ensure the complainant is aware that they may complain further to the Legal Ombudsman within six months of the date of the written response from HR&DM.
- The Directors of HR&DM will ensure that all complaints are made without obstruction or victimisation.

- The Directors of HR&DM will maintain a written log of all complaints and will also record what action was taken. The details will be held securely and in confidence for a period of 5 years for regulatory reporting purposes. (HR & Diversity Management is registered with the ICO for data protection purposes).

Signed by two Directors.

Name :

Signature :

Dated :

Name :

Signature :

Dated :