

Complaints Handling Policy

Date of update November 2022

Aims and Objectives

This Complaints Procedure aims to:

- Provide a framework for LWDW Training employees to respond to and handle Complaints.
- Ensure consistency in handling and resolving Complaints.
- Support our commitment to consistently provide high standards of training.

LWDW Training seeks to maintain and enhance our reputation of providing you with high quality training. We value feedback as it assists us to improve. We are committed to being responsive to the needs and concerns of any individual and will aim to resolve your complaint as quickly as possible.

Our objective is to resolve most issues during the complainants first contact. It may not always be possible to resolve a complaint on the first contact, for example, because records need to be viewed or enquiries need to be made. Our objective is that complaints which cannot be resolved during first contact will be resolved within time frames mutually agreed.

Any complaint will be dealt with as high priority.

Definition of a complaint

LWDW Training defines the term 'complaint' as any expression of dissatisfaction or grievance made to any employee in relation to any service that we provide.

How a complaint can be made

If you are dissatisfied by a service provided by us you should in the first instance consider speaking directly with the staff member you have been dealing with. If you are uncomfortable with this, you can lodge a complaint with us in the following ways

- By email: info@livingwelldyingewell.net
- By writing to us: Office 2, 1st Floor, 139 High Street, Lewes, BN7 1XS
- By completing a feedback form on our website.

If we receive your complaint verbally we will ask you to put your complaint in writing.

Information you will need to tell us


Phone: 01273 102528

 www.lwdwtraining.uk

Email: info@livingwelldyingewell.net

 [EndofLifeDoulaUK](https://www.facebook.com/EndofLifeDoulaUK)

Address: Office 2, 1st Floor, 139 High Street Lewes, BN7 1XS

 [@livingwelldying](https://twitter.com/livingwelldying)

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. Where necessary, we may need to contact you to clarify details or request additional information. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details
- The nature of the complaints
- Details of any steps you have already taken to resolve the complaint
- Details of any conversations you may have had with us that may be relevant to your complaints
- Copies of any documentation which supports your complaint.

Recording complaints

When receiving a complaint, we will record your name and contact details. We will also record all details of your complaint, including the facts and cause/s of your complaint, the outcome and any actions taken following the investigation of your complaints. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

As part of our on-going improvement, complaints will be monitored by management for any identifying trends and rectification/remedial action taken to mitigate any identified issues.

If you lodge a complaint we will record your personal information solely for the purpose of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

Feedback

LWDW Training is committed to resolving your issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within three (3) business days. Once your complaint has been received, we will undertake an initial review of your complaint.

There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

We are committed to resolving your complaint within 10 business days of you lodging your complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within 10 business days, we will inform you of the

reason for the delay and specify a date when we will be in a position to finalise your complaint.

During the initial review or investigation stage we may need to seek further clarification or documentation from you to assist us in resolving your complaint.

If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our 10 business day finalisation commitment. In such circumstances upon receipt of your clarification or additional documentation we will indicate to you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

You have the right to make enquiries about the current status of your complaint at any time by contacting us.

Complaints Escalation Process

Where possible, we will attempt to resolve your complaint at the first point of contact. If we are unable to resolve your complaint at the first point of contact, we will undertake an investigation of your complaint and provide you with our findings.

If you are not satisfied with how your complaint has been handled, then you can request to escalate your complaint to a member of the Senior Management Team or Company Director, who will investigate you or complaint and consider all the relevant circumstances and information surrounding the complaint and inform you of our findings.