

Complaint Procedure For Subject Person

How to complain: using Advanced CCA's complaints procedure

Advanced CCA aims to provide a high quality and efficient service to our customers and we aim to get things right first time. We listen to both positive and critical comments and use them to improve our services, so if you have views about our service or about the way a particular case is being handled, we would like to hear them. These pages contain our complaints procedure and guidance on using it.

A complaint is any written or spoken expression of dissatisfaction with the service we provide and we take complaints seriously. We aim to :

- deal with complaints openly and thoroughly
- try to resolve complaints promptly
- update the client and instructing party on progress throughout the complaint process
- arrive at a satisfactory resolution
- learn from complaints and so improve our processes and service levels

How to complain

Here we explain how to make a complaint about the work of Advanced CCA or its staff and how we will respond.

Advanced CCA's complaints procedure has three stages, as follows:-

Stage 1 – enquiry - informal resolution – telephone / writing / e-mail

If you raise an enquiry over the telephone, we will try to resolve the problem on the spot.

Similarly, if you notify us in writing or by email, we will respond promptly and in any case within 7 working days of receipt. If this is not possible, we will explain why and give you a new deadline.

Stage 2 - formal complaint

If you are not happy with the initial response you receive, you can get back in touch with us and ask for your complaint to be referred to one of our Panel Managers who will try to resolve the issue.

Stage 3 - final stage resolution

If, following your second response, you are still not satisfied, you can ask for your complaint to be referred to the General Manager.

Who should I raise my initial enquiry or concern with?

The first stage of the complaints procedure for enquiries is 'informal resolution'. The service issue should be raised in the first instance to the team providing the service. Informal resolution aims to resolve complaints quickly and as close to the source of the complaint as possible using the most appropriate means; for example, providing an information update.

You can raise your concerns immediately by speaking to a member of staff, Team Leader or Panel Managers.

What if I'm still unhappy after informal resolution?

If you do want to continue with your complaint you can do this orally or in writing (including e-mail) to one of our Panel Managers. If you make your complaint orally, a written record will be made.

You should receive a response within 7 working days. You should be kept informed of progress if this is not going to happen.

What if I'm still unhappy after formal resolution?

You can ask for your complaint to be referred to the General Manager, who will reply in writing within 10 working days, or write to let you know why this cannot be done and give you a new deadline.

Dealing with your complaint - our standards

All our staff will be courteous and helpful. We will identify ourselves when answering the telephone; all telephone calls will be answered promptly. Where a voicemail is left, calls will be returned within one working day.

We will answer all letters as soon as possible but in any case, within 7 working days of receipt. We will aim to answer all the points raised in correspondence accurately and openly. If it is not possible to reply within 7 working days, we will send an interim reply explaining the delay, answering any points we can and advising when you can expect a full reply.

Recording of complaints and reporting

All complaints are logged on receipt and progress tracked to resolution.

Monthly reports are compiled and forwarded to our Director and Management Team detailing the complaints received, progress and resolution achieved.

Improving our complaints procedure

If you have any suggestions or comments about our complaints procedure, please send them to Sarah Roddy (General Manager) at the address given below.

Who to write to;

If you wish to put your complaint in writing and are unsure where to address it, please send it either by email or letter to:

Panel Managers:

Name: Sandra Van Empel
Telephone: 0330 094 7365
E-mail: sandra@advancedcca.co.uk

Name: Amanda Walsh
Telephone: 0330 094 7365
Email: amanda@advancedcca.co.uk

General Manager:

Name: Sarah Roddy
Contact: 0330 094 7365
E-mail: sarah@advancedcca.co.uk

Our general contact number and postal address are:

Telephone: 0330 094 7365
E-mail: enquiries@advancedcca.co.uk
Address: Advanced CCA
Speed Medical House
16 Eaton Avenue
Matrix Park
Chorley
PR7 7NA