



PHOENIX
DISPUTE
SOLUTIONS

ALTERNATIVE DISPUTE RESOLUTION

Adjudication • Arbitration • Conciliation • Early Neutral Evaluation • Expert Evaluation • Mediation • Negotiation

Complaints procedure

Issue	Issue Date	Reviewed by	Role
1	29/10/2018	Gurnam Singh	Operations Director

Approved October 2018, Modified October 2018 Phoenix Dispute Solutions Limited reserves the right to revise and reissue these guidelines to comply with any future legislation and for any future needs or requirements.

Introduction

This policy identifies the arrangements to be used by Phoenix Dispute Solutions Limited (PDSL) to deal with anyone who has had a positive or negative experience with PDSL's services. This includes compliments, comments, feedback and complaints from clients, course participants, agents, contractors, visitors and any other users of our services (service users). This policy and procedure will enable service users to provide PDSL with compliments, comments, feedback and complaints. It will help to eliminate direct and indirect discrimination against any individual on grounds of sex, race, ethnicity or national origin, sexual orientation, marital status, religion or belief, age, trade union membership, disability, socio-economic status, offering background or any other personal characteristic. Any reasonable adjustment or support required to enable compliments and complains to be made will be put in place.

Policy Statement

PDSL is committed to providing high quality experience for all its service users through teaching, learning, advice and information and a range of professional services support. PDSL welcomes compliments, comments, feedback and complaints and will deal with them in a sensitive, fair and efficient way.

Purpose

The compliments, comments, feedback and complaints procedure plays an important part in enabling to gain awareness of positive aspects of our services and areas that require further development. This policy is in place to:

- Help customers understand the compliments, comments, feedback and complaints procedure
- Enable customers to compliment, comment, feedback and complain
- Address all complaints effectively
- Allow speedy handling with established time limits for action
- Keep people informed of the progress of their complaint
- Ensure a full and fair investigation where required
- Respect customers confidentiality

Approved October 2018, Modified October 2018 Phoenix Dispute Solutions Limited reserves the right to revise and reissue these guidelines to comply with any future legislation and for any future needs or requirements.

Roles and Responsibilities

- All staff have responsibility for ensuring that service users are sign posted to the admin team who will receive and record both **informal and formal** compliments, comments, feedback and complaints.
- All staff must refer Compliments, Comments, Feedback and Complaints to the admin team so that they can be logged and tracked.

Admin Team

- The admin team staff are responsible for initial clarification and recording of Complaints
- The admin team will provide service users who have made a formal complaint with an acknowledgment letter
- Respond to any reasonable adjustment or support.

Investigating Manager

- The Operations Director is responsible for undertaking the timely investigation into a complaint allocated to them and reaching an outcome or resolving the complaint and compiling the resolution letter. The Operations Director is also responsible for recommendations for future preventive measures.
- Respond to any reasonable adjustment or support.
- The Operations Director is responsible for the final stage of the complaint process and coordinating any response and liaising with external agencies for example the Civil Mediation Council, The Solicitors Regulation Authority, the Bar Standards Board regarding this policy if required.

Service User

- Service users are required to bring their Compliments, Comments, Feedback and Complaints to PDSL's attention as soon as possible. This can be done in various ways including face to face, writing (letter, email) or by telephone.

Procedure

1. Informal compliments, comments, feedback and complaints

- Informal Compliments, Comments, Feedback and Complaints may be received by any member of staff.
- Staff members should listen and respond to any concerns or negative feedback in a sensitive, fair and efficient way
- Informal Compliments and Complaints should be referred to the admin team to be recorded.
- No formal responses are necessarily required for informal Compliments, Comments, Feedback and Complaints.
- Where appropriate Staff should make recommendations for improvement within their own area when they have resolved an informal complaint.

2. Formal compliments, comments, feedback and complaints

- All formal Compliments and Complaints should be referred to the admin team to be recorded.
- Admin Team respond to any formal complaints with an acknowledgement letter. The service user will receive this within 2 working days. (Face to face complaints may receive an acknowledgement letter).
- The Operations Director may liaise with the complainant to seek further clarification with 2 working days.
- The investigator will investigate the complaint and aim to find a resolution within 10 working days.
- The investigator will provide the complainant with an outcome letter within 12 working days.
- The Admin Team will record the outcome of the complaint.
- Where appropriate the investigator will make recommendations for improvements
- The complainant will be provided with a response to their complaint(s) when another PDSL policy is followed to deal with a complaint(s).

3. Appeals

- If a service user/complainant is dissatisfied with the outcome offered by the investigator, they may appeal and request a review of the outcome.
- The appeal will be referred to the Civil Mediation Council for review.
- The Admin Manager will record the appeal and liaise with the CMC administration for the registration of the appeal and transfer of relevant documentation.
- The complainant will be provided with the final outcome of the review once a decision is reached by the CMC.
- The Admin Manager will record the outcome.

4. Unresolved

- The decision of the CMC is final and will end the complaints procedure, however if the complainant is not satisfied PDSL should always give the complainant information on their right to take the complaint to the Legal Ombudsman.

5. Who will need to know about this policy

- All employees
- All Clients
- All participants on PDSL training courses.
- Visitors