



# Appeals & Complaints Policy

## Policy Statement

Health and Safety Partnership Consultants Limited believes that if a customer, subcontractor, delegate or client wishes to make a complaint or appeal or register a concern they should find it easy to do so. We welcome appeals and complaints and look upon them as an opportunity to learn, adapt, improve, and provide better services. This policy is intended to ensure that appeals and complaints are dealt with properly and that all appeals and complaints or comments by customers, subcontractors, delegates, and clients are taken seriously.

The policy is not designed to apportion blame, but to consider the possibility of negligence or to provide appropriate compensation.

Health and Safety Partnership Consultants Limited believes that failure to listen to or acknowledge appeals and complaints will lead to an aggravation of problems, for our customers, subcontractors, delegates and client's dissatisfaction and possible litigation. We support the concept that most appeals and complaints, if dealt with early, openly, and honestly, can be sorted out at a level between just the complainant and the Company. If this fails due to either the Company or the complainant being dissatisfied with the result the appeal and complaint will be referred to an independent legal adviser who will take the necessary action.

Appeals will, where appropriate, be referred to the awarding body of a qualification and their appeals process will take precedent over the HSPCL policy and procedures. HSPCL will following the requirements of the Awarding Body (such as CITB, NEBOSH, IOSH etc) in such circumstances.

## Aim

The aim of Health and Safety Partnership Consultants Limited is to ensure that our appeals and complaints procedure is properly and effectively implemented, and that customers, subcontractors, delegates and clients feel confident that their appeals or complaints and worries are listened to and acted upon promptly and fairly.

## Goals

The goals of Health and Safety Partnership Consultants Limited are to ensure that:

- Customers, subcontractors, delegates and clients are aware of how to complain, and that we provided easy to use opportunities for them to register their appeals and complaints
- a named person will be responsible for the administration of the procedure
- every written appeal or complaint is acknowledged within two working days
- investigations into written appeals and complaints are held within 28 days
- all appeals and complaints are responded to in writing by Health and Safety Partnership Consultants Limited
- appeals and complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to customers, subcontractors, delegates and clients.

The named person with responsibility for following through appeals and complaints is Peter Robertshaw.

Health and Safety Partnership Consultants Limited believes that, wherever possible, appeals and complaints are best dealt with on a level between the complainant and the Company. If either of the parties is not satisfied by the appeals and complaints process the case should be referred to an independent legal adviser.

## Appeals & Complaints Procedure

### **Oral Appeals and Complaints**

- All oral appeals and complaints, no matter how seemingly unimportant, should be taken seriously. There is nothing to be gained by adopting a defensive or aggressive attitude.
- If we receive an oral appeal or complaint, we should seek to solve the problem immediately if possible.
- If we cannot solve the problem immediately, we should offer to get the director to deal with the problem.
- All contact with the appellor or complainant should be polite, courteous and sympathetic.
- At all times we should remain calm and respectful.
- we should not accept blame, make excuses or blame others.
- If the appeal or complaint is being made on behalf of another person it must first be verified that the person has permission to speak especially if confidential information is involved.



- After talking the problem through, the director dealing with the appeal or complaint should suggest a course of action to resolve the appeal or complaint. If this course of action is acceptable, then the director should clarify the agreement with the complainant and agree a way in which the results of the appeal or complaint will be communicated to the complainant (i.e. through another meeting or by letter).
- If the suggested plan of action is not acceptable to the appellant or complainant then the director should ask the appellant or complainant to put their appeal or complaint in writing to HSPCL and give them a copy of this appeal and complaints policy and procedure.
- In both cases details of the appeal or complaint should be recorded and handed to Peter Robertshaw.

#### **Written Appeals and Complaints**

- When an appeal or complaint is received in writing it should be passed on to Peter Robertshaw who should record it in the appeals and complaints log and send an acknowledgment letter within two working days. Peter Robertshaw will be the named person who deals with the appeal or complaint through the process.
- If necessary, further details should be obtained from the appellant or complainant. If the appeal or complaint is not made by themselves but is on their behalf, then written consent of the appellant or complainant, must be obtained.
- Information detailing the procedure should be forwarded to the appellant or complainant.
- If the appeal or complaint raises potentially serious matters, advice should be sought from a legal advisor to HSPCL. If legal action is taken at this stage any investigation by HSPCL under the appeal and complaints procedure will cease immediately.
- If the appellant or complainant is not prepared to have the investigation conducted by the HSPCL they should be advised to contact the Awarding Body (e.g. CITB, NEBOSH, IOSH) or Independent Legal Advisor and be given the contact details.
- Immediately on receipt of the appeal or complaint HSPCL will launch an investigation and within 28 days should be in a position to provide a full explanation to the appellant or complainant, either in writing or by arranging a meeting with the individuals concerned.
- If the issues are too complex to complete the investigation within 28 days, the appellant or complainant should be informed of any delays.
- If a meeting is arranged the appellant or complainant should be advised that they may, if they wish, bring a friend or relative or a representative.
- At the meeting a detailed explanation of the results of the investigation should be given and also an apology if it is deemed appropriate (apologizing for what has happened need not be an admission of liability).
- Such a meeting gives HSPCL the opportunity to show the appellant or complainant that the matter has been taken seriously and has been thoroughly investigated.
- After the meeting, or if the appellant or complainant does not want a meeting, a written account of the investigation should be sent to them. This should include details of how to approach an Independent Legal Advisor if the appellant or complainant is not satisfied with the outcome.
- The outcomes of the investigation and the meeting should be recorded on appropriate documentation and any shortcomings in the Company procedures should be identified and acted upon.
- HSPCL should discuss appeals and complaints and their outcome at a formal business meeting and the appeals and complaints procedure should be audited by Peter Robertshaw every twelve months.

## **Training**

Peter Robertshaw is responsible for organising and co-ordination training.

The Director is trained in dealing with, and responding to appeals and complaints, the Appeals and Complaints policy refresher training should be carried out on a regular basis.

Signed:

Position: **Director**

Latest review dated: **01 January 2023**