**Dick White Referrals Limited**

**Complaints Policy**

Dick White Referrals views complaints as an opportunity to learn and improve for the future, as well as a chance to address the concerns of the person(s) making the complaint.

**Our policy is:**

* to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
* to publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
* to make sure everyone at Dick White Referrals knows what to do if a complaint is received;
* to make sure all complaints are investigated fairly and in a timely way;
* to make sure that complaints are, wherever possible, resolved and that relationships are repaired;
* to gather information which helps us to improve our service.

**Definition of a complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Dick White Referrals.

**Where complaints come from**

* Complaints may come from any member of the public, but complaints relating to a registered client, must be received directly from the client
* A complaint regarding the level of service, or the accounts process can be received by email, or in writing, **within 2 months of the event**. Complaints received outside of this time frame will not be investigated unless the complaint is in relation to the professional conduct of a member of staff. Guidelines relating to professional conduct can be obtained from the RCVS

**Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

**Contact details for complaints:**

Written complaints should be sent to Clinical Director, Dick White Referrals at Station Farm, London Road, Six Mile Bottom, Newmarket, CB8 0UH or by e-mail to [rf@dwr.co.uk](mailto:rf@dwr.co.uk)

**The Process:**

***Stage One***

* We aim to acknowledge the complaint within 7 days
* The complaint will be investigated by the relevant department
* We aim to provide a definitive reply within 4 weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given
* The reply will describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint

***Stage Two***

* If the complainant feels that the problem has not been resolved satisfactorily at Stage One, they can request that the complaint be reviewed by the Clinical Director
* We aim to acknowledge the request for review within 7 days
* The Clinical Director will review the complaint, the investigation completed at Stage One and perform any further investigations they feel necessary
* We aim to provide a definitive reply within 4 weeks. If this is not possible because further investigation was required and this is on-going, a progress report will be sent with an indication of when a full reply will be given
* Whether the complaint is upheld or not, the reply will describe the action taken review the Stage One investigation, the conclusions from the review, and any action taken as a result of the review
* The decision taken at this stage is final

**Monitoring and learning from complaints**

Complaints are reviewed annually to identify any trends that may indicate a need to take further action.