



Complaints Handling Policy

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POLICY STATEMENT

Introduction and Purpose

Although Acivico Limited always endeavors to provide services that are of the highest quality, occasionally things can go wrong.

The purpose of this Policy is to set out the approach Acivico takes to acknowledge and address concerns and the Procedure that will be followed to address such matters. If appropriate, Acivico will also use a Complaint as an opportunity to learn, adapt, and continually improve its service for customers.

Acivico Limited's Complaints and Compliments Procedure aims to:

- Ensure that any area of dissatisfaction is addressed and corrected promptly, and prevented from recurring;
- Increase confidence and satisfaction in the service Acivico offers;
- Provide information that may be used to continually improve the quality of services to customers.

Definition of a Complaint

Acivico defines a Complaint as any formal express statement of dissatisfaction concerning the activities of Acivico Limited.

Minor service or project related issues that are not raised as formal complaints will still be formally recorded and dealt with as *Quality Alerts* under our Customer Feedback Process described below.

Complaint handling

There are three parts to the Complaints process:

1. The Complaint
2. Investigation and resolution
3. Appeal

1. Logging a Complaint

A Complaint may be raised by telephoning 0121 274 3464, via email to Yourviews@acivicogroup.co.uk or in writing to:

SHEQ Manager
10 Brindley Place
Birmingham
B1 2JB

Complaints made more than one year after the event will be considered out of time.

2. Formal Complaint Process

- All Complaints will be treated with strict confidentiality. Only Management and staff dealing with the Complaint will be aware that it has been received and is being dealt with.
- All Complaints will be dealt with by an appropriate Acivico Manager.
- Acivico will acknowledge receipt of the Complaint within 2 working days and the complainant will be given the name and telephone number of the Manager dealing with the Complaint.
- The Complaint will be recorded in a log, and a file opened in respect of the matter.
- If the Manager needs to meet with the complainant, they will do so within 7 days of acknowledging receipt of the Complaint.
- Within 15 working days of receipt of the Complaint, the Manager will respond in writing informing the complainant of the outcome of the investigation and what actions have been or will be taken.
- Occasionally investigations may take longer, particularly if the Complaint is complex, and should this be the case, the complainant will be regularly updated by the investigating Manager.
- If the complainant remains dissatisfied with the outcome, they can appeal via the Acivico Appeal Process.

3. Appeal Process

If the Complaint cannot be resolved to the complainant's satisfaction, it will be referred to the relevant Director of Service.

The Director of Service will acknowledge receipt of the appeal within 2 working days.

Within 10 working days from the date the complainant stated they wished to appeal, the Director of Service will review the findings of the initial investigation and recommend one of the following actions:

1. To make changes to the recommendations/actions of the initial investigation.
2. Uphold the findings of the initial investigation.

The complainant will be informed in writing of the outcome of the appeal.

The decision reached by the Director of Service regarding the complaint will be considered final.

Quality Alerts

To ensure standards of performance are maintained, minor issues and feedback are recorded, compiled, monitored, and regularly evaluated for trends, with actions taken where improvements are necessary. This is in accordance with our internal quality procedure for customer feedback.

Anonymous Complaints

Complaints received anonymously will be recorded and considered, but action will be limited if further information is required to ensure a full and fair investigation.

Aggressive Complaints

Acivico will deal fairly and honestly with complainants and expect that other service users, staff or the Company does not suffer detriment from persons making aggressive Complaints. We do not tolerate abuse towards Acivico employees and communication may be halted where complainants are deemed to be aggressive.

Complaints About Consultants and Contractors

The company employs contractors to conduct work on behalf of the Acivico Group and its clients and will seek to resolve any Complaints raised by a complainant in relation to its contractors. Feedback on performance is given to contractors and consultants on a regular basis to improve the service.

The Company will share Complaints with contractors in respect of any Complaint involving them.

Confidentiality and Data Protection

Current Data Protection requirements will be observed and adhered to; care will be taken to ensure sensitive details are not recorded unless consent has been provided, or legitimate interest can be demonstrated.

Questions and Further Information

Contact details are included within the Acivico website in 'Contact Us'.

Policy Responsibility and Review

This Policy is the responsibility of the Acivico Group Leadership Team and will be reviewed regularly.

Complaint information will be considered on a regular basis by the Group Leadership Team and reported annually to the Acivico Board.