

the root of it

Complaints Policy

Aims

To ensure that all client complaints can be effectively and fairly dealt with, in a transparent and coherent way.

To ensure that any staff complaints can be effectively and fairly dealt with, in a transparent and coherent way.

This policy covers staff, associates and volunteers.

Making a complaint

Clients can make complaints to a team member directly, their manager or the Client Support Team by emailing info@rootofit.com or phoning 02381 120010.

In the event of a client wishing to make a complaint to a Team Member's professional body, the Client Support Team will provide details of the appropriate body and how to make a complaint.

If a team member wishes to make a complaint about another team member, they must inform either their line manager or the People Support Team (people@rootofit.com). In most cases they should have first approached the team member to try and resolve the issue. If relevant they should refer to the company's Whistleblowing Policy.

Procedure

In the event of a complaint being received the following procedure will be used.

Either the Managing Director or line manager will lead the investigation into the complaint. They will consider whether to address the complaint formally and invoke the company's disciplinary process (including suspension), or to address it informally.

If it is being address informally the team member the complaint is about will be informed within 24 hours of the complaint being received.

The Managing Director or the line manager will work with the team member to resolve the complaint with the team member and the complainant.

The complainant will always receive feedback on the outcome of complaints informally dealt with.

As the main contact for clients, the Client Support Team will be notified of the outcome.

If a complaint results in a Team Member no longer working for The Root Of It, it should be noted that we cannot stop professionals practicing, just that they have been removed from our register. However the Root Of It may also choose to report them to their professional body.

Responsibility

All staff are responsible for ensuring that they follow the policy to the letter and show professionalism at all times. If any member of staff feels that the procedure has not been followed or wishes to appeal the decision, then they must refer to the grievance policy.

Review

This policy will be reviewed annually.

April 2015