

INSIGHTFUL EXCHANGE

Insightful Exchange

Complaints Policy and Procedure

Policy Statement:

- The purpose of this policy is to provide a clear statement of intent with regards to the assessment, handling and investigation of customer complaints.
- The aim of this policy is to ensure that all complaints, either written or verbal, are handled in a consistent and fair manner in order that we continuously learn and improve our services.
- Where a customer has cause to complain, the complaints procedure will be followed in every instance and appropriate details will be captured to help our learning.

Insightful Exchange's objectives for complaint handling are:

1. To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
2. To ensure that our complaints procedure is fully accessible so that people know how to contact us to make a complaint
3. To make sure everyone at Insightful Exchange knows what to do if a complaint is received
4. To make sure all complaints are investigated fairly and in a timely way
5. To gather information which helps us to improve what we do and how we do it

Procedures & Guidelines

Insightful Exchange considers and responds to all complaints and issues, no matter how they are raised or what they refer to. We aim to resolve complaints immediately or within a 3-working day timeframe. Such instances are where an investigation is not required because the nature of the complaint is clear, and a resolution can be obtained without further review of the facts. Where we resolve a complaint within the timeframe, the details are still logged, and the complainant is still informed of their rights.

There are two stages to our complaints procedure – informal and formal. We will make every effort to resolve a complaint informally, however we recognise there could be circumstances which may result in a complaint being raised formally.

Raising a Complaint informally:

- Customers who contact Insightful Exchange and indicate they wish to raise a complaint will be signposted towards this procedure and encouraged to raise their complaint informally in the first instance.
- When a Customer raises an initial complaint, the customer will be contacted by a senior member of staff who will try to resolve the complaint informally then and there.
- The customer's concerns will be logged as a complaint along with the proposed resolution offered to the customer.
- Should the customer's complaint not be resolved in the first instance, the customer will be asked to raise their complaint formally in writing as soon as possible, but no later than five working days following the discussion with the senior member of staff. This will be considered a formal complaint.

Raising a complaint formally:

- Where the informal complaint was unable to be resolved, the customer should raise their complaint in writing no later than five working days following their discussion with a senior member of our staff.
- We will send a written acknowledgement to the customer within three working days of receipt of the formal complaint. The response should detail the complaint handling procedure and provide approximate timelines and expectations for the investigation and future responses.
- We will assign an impartial investigator to investigate the formal complaint, they will gather all necessary documents, recordings and information to make an independent review of the incident.
- We aim to complete all investigations within four weeks of the formal complaint being received so that a final response (decision letter) can be sent to the customer within our designated four week period.
- Investigations must utilise all the facts and any previous, related information to produce an unbiased outcome and an expected course of action.

Decision Letter (Final Response):

- After the complaint has been investigated in full and an outcome and action decision has been reached, the investigator will draft a final response letter to the customer with their findings and decision regarding any action(s) to be taken.
- The final response must be sent within four weeks of the formal complaint being raised and will also specify the complainant's right to refer or lodge the complaint with the appropriate body (where applicable) should the customer be unhappy with the decision received.

Complaint Recording:

- Insightful Exchange are dedicated to continuously learning and improving our services. All complaints, whether formal or informal, are recorded and regularly reviewed to ensure that incidents are not being repeated.