



Complaints Policy

Introduction

The Add-Vantage aims to provide a service of the highest standard. We realise however that sometimes things go wrong and people may wish to complain about the quality of service received. The purpose of this policy is to provide a clear framework to assist any individual who is not satisfied and wishes to make a complaint.

The Add-Vantage will use an open and transparent process which is easy to understand. All complaints are treated seriously, fairly and with sensitivity, respecting confidentiality as far as possible. We endeavour to act with integrity, to listen and learn.

The Add-Vantage is a member of the British Psychological Society (BPS) and practices in accordance with The BPS Code of Ethic & Conduct and BPS Practice Guidelines.

www.bps.org.uk/news-and-policy/bps-code-ethics-and-conduct

Scope

This policy covers all complaints in respect of:

- Any person working for or on behalf of The Add-Vantage
- Quality of services received from The Add-Vantage including Coaching/Mentoring, Training, pre-screening diagnostic testing & administration

It does not extend to concerns, defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’. If any person has concerns then they should seek reassurance from staff at The Add-Vantage.

Procedure

A complaint may be generally defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’. It is in everyone’s interest that complaints are resolved at the earliest possible stage. Some issues can be resolved informally, without the need to invoke formal procedures

Informal Stage

Every opportunity will be taken at the time of the initial complaint to settle the concern informally. This may include telephone conversations and/or face to face meetings or written explanation of the reasons for a decision taken.

If the complainant remains dissatisfied with the outcome of discussions at this stage, then a formal written complaint can be made.

Policy Owner: Pippa Simou/The Add-Vantage

Date Policy approved: 01/03/2023

Next review Date: 01/03/2025

Formal Stage

If you are unable to resolve the issue informally, the complainant should write by letter or email confirmation that they wish to record a formal complaint. The written account should include the name of the reason of the complaint and reiterate what outcome they are seeking.

The formal complaint will be acknowledged within 5 working days and you should receive a full written explanation within 15 working days.

The Add-Vantage aim to resolve all matters as quickly as possible however, inevitably some issues will be more complex and therefore may require longer to fully investigate, consequently timescales given for handling and responding to a complaint may extend beyond those stated above. If further time is required, the complainant will receive an interim response and what has been done to date to resolve the complaint together with proposed date, when to expect the full explanation with outcome of any investigation.

This stage is the final stage that can be dealt with internally by The Add-Vantage.

External Stage

If the complainant still remains dissatisfied having followed the above procedure, then they can contact the British Psychological Society to seek further support & advice:

Quality Assurance and Standards Officer
St Andrews House
48 Princess Road East
Leicester LE1 7DR

Email: conduct@bps.org.uk

Discontinuing a complaint

A complaint can be discontinued if:

- The complainant fails or refuses to participate at any stage of the procedure without good reason
- Formally withdraws the complaint by writing (post or email)

Recording and Communicating outcome

A record of the formal complaint will be made and held on file for a period of 6 years. Outcomes will be communicated in writing and sent by email and/or post.

Roles and Responsibilities

The Add-Vantage's responsibility will be to:

- Communicate this policy to clients by posting it on the website.

Policy Owner: Pippa Simou/The Add-Vantage

Date Policy approved: 01/03/2023

Next review Date: 01/03/2025

- Practice in accordance with BPS guidelines showing respect, competence, responsibility and integrity.
- Try to resolve any issues as early as possible and informally.
- Deal reasonably and sensitively with the complaint.
- acknowledge the formal complaint in writing;
- respond within a stated period of time; or clearly communicate otherwise.
- take action where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing, to The Add-Vantage's attention within a reasonable timeframe, usually within 8 weeks of the issue arising.
- Explain the problem as clearly and as fully as possible. We ask clients to please provide us with as much detail as they can to help us investigate their complaint:
 - say what the problem is
 - say what you want to happen
 - provide information on any relevant communication with us on the subject including the times and dates of any conversations.
- Allow The Add-Vantage reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond The Add-Vantage's control.

Confidentiality

Every complaint will be treated with care and confidentiality. We will attempt to communicate clearly and directly with all complainants or their representatives in a timely manner.

The complainant is required to give permission for confidential information pertinent to the complaint to be disclosed to all parties cited within the complaint including any legal or other specialist advisors.

Vexatious Complaints

In most cases, dealing with complaints will be a straightforward process; however, in a minority of cases, the complainant may act in a manner that is deemed unreasonable.

They may act in a way that is considered abusive, unreasonably persistent or vexatious and by doing so it may hinder The Add-Vantage's ability to investigate their complaint or the complaints of others. This behaviour may occur at any time before, during or after a complaint has been investigated. Time spent on dealing with all complaints should be proportionate to the nature of the complaint and consistent with the outcome that is being sought, being realistic and achievable.

It is The-Add Vantages policy not to investigate any vexatious or malicious claims.

Policy Monitoring

The Add-Vantage commits to reviewing this Complaints Policy on a two-yearly cycle.

Policy Owner: Pippa Simou/The Add-Vantage

Date Policy approved: 01/03/2023

Next review Date: 01/03/2025