**Our Complaints Policy**

**Statement of Policy**

A complaint is an expression of dissatisfaction about our service that requires a response. We make no distinction between a ‘formal’ and an ‘informal’ complaint.

**Why is this important?**

Whilst we do everything we can to try and deliver the highest quality service levels for every customer, we also know that unfortunately, on a rare occasion, things can go wrong.

It is really important for us to know when things do not go well, so that we can try to resolve any problems and learn from them. For this reason, we have a complaints process and have designed it to make it as easy as possible for you to tell us when something’s not right enabling us to resolve the issue as quickly as possible.

We log all complaints on our customer database, reporting and monitoring these monthly at Board level.

**How we try to resolve your complaint:**

Before making a complaint, call us direct as it may be possible to resolve the problem immediately without having to go through the complaints process. If this is not possible or you are unhappy with the response, then the stages below outline our complaints process.

**Our commitment to you as part of the complaints process:**

* A dedicated complaint handling team to focus on your complaint
* Make it easy for you to tell us when something’s not right
* Prioritise your complaint appropriately
* Address your complaint promptly
* Provide every effort to resolve your complaint to your satisfaction

**Ways to complain**

We are happy to receive your complaint in a variety of ways as follows:

**Online:** Online complaint form

**By email:** complaints@scisltd.co.uk

**By phone:** 01329 822 845 (Lines are open Monday to Friday 9am - 5pm (except public holidays). Calls may be recorded.

**In writing:** Customer Complaints Department, SCIS Ltd, Unit 12A, The IO Centre,  
Stephenson Road, Titchfield, Fareham, Hants, PO15 5RU

**What we’ll need from you**

* Name
* Address
* Phone number
* Email
* Date the issue occurred
* A description of the issue
* The impact of the issue
* Any action you’ve taken or people you’ve spoken to already about the issue
* What you would like the resolution to be (if you have a view on this).

**What we’ll do with your complaint**

1. When our Customer Complaints Team receive your complaint, we'll acknowledge you have made a formal complaint in writing by email or letter within 3 working days.
2. We will do our best to resolve it straight away by contacting you and clarifying the details of the complaint if required.
3. If we can't resolve the issue straight away, we'll tell you why and explain the next steps. We’ll also provide you with a named contact who will handle your complaint throughout the whole process. Please contact them if you have any questions about our progress.
4. If we can’t resolve your complaint within 14 working days, we’ll contact you, and let you know why.
5. We’ll try to resolve your complaint as quickly as possible and commit to keeping you updated regularly until we reach a point of resolution.
6. If you’re not happy with our progress at any time or the final resolution proposed, you may appeal to the Head of Service Delivery.
7. The Head of Service Delivery will review the case and provide a written response within 15 working days. This response will make clear whether it is the final decision or if the Head of Service Delivery requires more time to review the case, in which case a further indicative timescale will be provided to you. #
8. If you remain unhappy with our final decision, we will refer the case to an independent third-party arbitrator.

We’re sorry things have gone wrong and acknowledge that whilst we always try to give you the best possible service, we occasionally don’t get things right.

We really appreciate you bringing the issue to our attention and providing us with an opportunity to put matters right.

We are dedicated to continually improving our customer service and are grateful for your feedback to enable us to deliver this commitment on an ongoing basis.