

## Complaint Procedure D – Local Government Contracts – Independent Living Services

### Introduction

PeoplePlus is committed to providing the best possible service that we can. We hope to make your experience with PeoplePlus an excellent one, and we welcome your comments, suggestions, and details of satisfaction regarding your experience of the Company. However, we recognise that sometimes customers will feel that they have cause to complain about the service they have received.

### Who will deal with your comments or complaint?

We aim to resolve most issues locally with your Advisor. Your complaint will be handled by a competent person within PeoplePlus depending on what stage your complaint is at. Details can be found in the 2- stage process. He or she may have to liaise with other colleagues or outside organisation (for example, where the fault lies with the lender's services) to gather the necessary information to respond effectively to the customer.

### What we will do

We will aim to investigate and respond to your complaint within the timeframe stated in our procedure. Where this is not possible for some reason, we will send you a written acknowledgement and advise you of the expected timescales required. We will, where appropriate follow these steps

- Review file/facts
- Speak to relevant broker/other individual
- Record outcome/recommendation in writing
- If changes/improvements to procedures required flag for action

We will keep customers informed of progress/delays. We will ensure that the details of the internal complaint handling procedures are published, and that a copy is supplied to a customer on request, or in response to a complaint not resolved by the end of the next business day of being received. All copies of correspondence and notes from telephone conversations will be kept on file for each complaint and each complaint will be given a reference number and logged detailing the date received, nature, name and confirmation of responses including dates and outcomes.

Stage of complaint	Response time
Stage 1	21 working days
<b>Submit your complaint:</b>  <b>In writing:</b>  You should submit your complaint via the ILS contact form: <a href="http://www.peopleplus.co.uk/contact">www.peopleplus.co.uk/contact</a> stating the nature of your complaint and providing as much detail as possible.  The ILS Team will pick up your complaint, allocate a unique reference number and provide you with a notification reiterating the complaints process. The team	

will investigate your complaint thoroughly. Within 21 working days, we will have responded back to you via the email address you provided.	
<b>Stage 2</b>	<b>5 working days</b>
If you are not satisfied with the initial response to the complaint, then you can ask for the response to your complaint to be reviewed. To do this, you should contact the ILS Team at <a href="mailto:ilscontact@peopleplus.co.uk">ilscontact@peopleplus.co.uk</a> stating your reference number and why you are unhappy with the response. The ILS team will escalate the complaint to a senior manager within the division. You can expect your complaint to be acknowledged within 5 working days of receipt and a response received in writing from a senior manager within 10 working days after the acknowledgement.	

### **Monitoring and Review**

We will regularly review the complaints we receive to identify any trends and make changes to our organisational processes as a result.

We will review our Complaints Policy at regular intervals