



Landau Ltd
Registered Charity No. 1048645

Customer Complaints Policy

Signed:

CEO: Sonia Roberts
Date: Mar 8, 2024

Signed: *Marcelle Kite*

Trustee: Marcelle Kite
Date: Mar 10, 2024

Updated: March 2024
Review Date: March 2026

Introduction

Landau views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Landau knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

The primary purpose of this procedure is those who access Landaus services to air any concerns that they may have about practices, policies or treatment from staff or other individuals engaged by Landau, and to produce a speedy resolution where genuine problems exist.

It is designed to help all that access our services to take the appropriate action, when they are experiencing difficulties, in an atmosphere of trust and collaboration.

Although it may not be possible to solve all problems to everyone's complete satisfaction, this policy forms an undertaking by Landau that it will deal objectively and constructively with all customer complaints, and that anyone who decides to use the procedure may do so with the confidence that their problem will be dealt with fairly.

This procedure is not a substitute for good day-to-day communication where we encourage staff to discuss and resolve daily working issues in a supportive atmosphere. Many problems can be solved on an informal footing very satisfactorily if all stakeholders are prepared to keep the channels of communication between themselves open and working well.

This procedure is designed to deal with those issues that need to be approached on a more formal basis so that every route to a satisfactory solution can be explored and so that any decisions reached are binding and long lasting.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Landau

Where Complaints Come From

- Complaints may come from any person or organisation that has a legitimate interest in Landau including centre clients and staff
- A complaint can be received either verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know, and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with CEO

Monitoring and Learning from Complaints

All complaints will be recorded and kept on file, including those that were resolved without being put in writing. The complaints from shall be used to do this. All complaints shall be treated with due regard to Landau Confidentiality Policy.

Customer Complaints Procedure

If you cannot settle your grievance informally, you should raise it formally. This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a formal customer complaint.

Landau endeavours to provide a professional service to both our client group and the organisations we support. The purpose of this procedure is to ensure that if an individual believes the service they have received from Landau or a partner organisation is not satisfactory, they have a recognised means of having their complaint heard and dealt with in a fair and equitable manner.

The Process Steps to follow:

1. **Stage 1:** In the first instance, advise the individual making the complaint to discuss his or her concerns with an appropriate member of staff. For example, if it is a project service user or a parent/carer, advise them to speak to the Tutor. At this stage, the member of staff will make a record of the complaint by completing the Complaint Record Sheet and give the individual a copy of the Complaints Procedure.
2. **Stage 2:** If the individual is still not satisfied that the complaint has been dealt with, advise the individual to put the complaint in writing and mark it for the attention of the Centre Coordinator and mark the envelope 'in confidence'. Inform the individual making the complaint that they should receive a written acknowledgement of their complaint within 5 working days.
3. The Coordinator will send an acknowledgement then investigate the complaint, holding appropriate discussions with all relevant parties and then respond in writing to the individual making the complaint within 20 working days
4. **Stage 3:** If the individual making the complaint is still not satisfied with the outcome of the complaint, the Coordinator will advise the individual to put in writing the reasons why and mark the letter for the attention of the Operations Manager. The operations Manager will then have 20 days to respond in writing.
5. **Stage 4:** If the individual making the complaint is still not satisfied with the outcome of the complaint, the Operations manager will advise the individual to put in writing the reasons why and mark the letter for the attention of the CEO.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends that may indicate a need to take further action.

Appendix: Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen – allow the person to talk about the complaint in their own words. Sometimes a person just wants to ‘let off steam’
- Don’t debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person’s feelings (even if you feel that they are being unreasonable) – you can do this without making a comment on the complaint itself or making any admission of fault on behalf of Landau e.g. “I understand that this situation is frustrating for you”
- If you feel that an apology is deserved for something that was the responsibility of Landau then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve
- Don’t promise things you can’t deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal

How to Contact Us:

Telephone or write directly to us at:

Landau Limited Head Office 5 Landau Court Tan Bank Wellington Shropshire TF1 1HE 01952 245 015	Landau Training and Enterprise Centre Waterside Drive Newstead Stoke-on-Trent ST3 3NW 01782 324398	Landau Ltd The Priebe Building Red Barn Drive Herefordshire HR4 9QL 01432 530041
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Complaint Record Sheet

Name and Address of complainant
Contact Telephone number(s)

A brief summary of the complaint

What would you like us to do about it?
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Signature of Complainant	Date
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Complaint recorded by (staff member) Print Name	Signature
	Date

Complaint Log

Complainant:	Date:
Complaint details:	
Signed:	

Follow Up

Investigated by:	Date:
Located Evidence:	
Recommended Action:	

Follow Up Completed

Completed By:	Date:
Details:	

I agree that the above complaint has been resolved to my satisfaction.

Complainant Name	
Signature	Date: