



## Complaints Policy Statement

This is the Complaints Policy statement of onCore UK. The Board of Trustees of onCore UK attaches great importance to all their stakeholders and the process of managing complaints.

It is, therefore, the policy of onCore UK, as far as is reasonably practicable, to provide and maintain a clearly defined process for the receipt, investigation and resolution of complaints made by any external person or organisation.

Whilst the ultimate responsibility for the resolution of customer complaints rests with the Board and the Chief Executive Officer, it is the responsibility of every member of staff to ensure that all complaints are recorded upon receipt and directed to the Head of Quality and Standards in a timely manner.

onCore UK's general policy is to:

- provide an open and documented process by which complaints can be made
- ensure that all complaints are dealt with in a sensitive and professional manner
- communicate with complainants promptly
- provide a secure method of recording personal details of complainants
- direct investigations to the most appropriate member of onCore UK
- ensure that investigations are undertaken, recorded and completed within a reasonable agreed timescale
- record decisions made and communicate these to the complainant
- escalate issues that cannot be resolved to the Chief Executive Officer or the Board
- review and revise this policy as necessary and at regular intervals.

Every employee will be shown a copy of this policy statement as part of the induction process and will be made aware of the process for the management of complaints.

Signed:

*BSC Clark*

Date:

*05/03/08*

Chief Executive Officer