

# Co-operative Assistance Network Limited (CAN)

## Customer Complaints Policy and Procedure

### **Policy**

All

- individuals, co-operatives and social enterprises receiving a service from CAN whether paid for by them or funded by other organisations,
- funders and sponsors of delivery of services to clients,
- partners in the delivery of services

should be provided with a route to complain should they consider that

- CAN, or
- any of its staff,
- associates, or
- sub contractors

provides a service which is, in their opinion

- not fit for purpose, or
- delivered in an inappropriate fashion.

This route should be

- obvious,
- easy to use, and
- provide for anonymity where the complainant wishes

and result in

- acknowledgement (if the right to anonymity is not taken up),
- investigation,
- remedial action where appropriate,
- improvement action where appropriate, and
- report to the complainant.

We may require evidence that any individual making a complaint on behalf of a corporate body is authorised by that body to make such a complaint before we can accept it.

If a complaint from an individual representing a corporate body is passed to us by a customer that is not that corporate body, we may require evidence that the individual who originated the complaint is properly authorised by that body before we can accept it.

This policy should be published on the CAN web site.

### **Procedure**

1. Making sure everyone knows that they have a right to complain. CAN will have a notice which appears in the footer of emails, learned papers, last frame of presentations and the Home Page of the website
  1. Any complaint about our service? Go to [www.can.coop/complain](http://www.can.coop/complain)
2. Any complaints go to Quality Team Leader but also copied to Society Secretary to ensure that complaints mentioning QTL can be separately

- noted.
3. If there is a response address the complaints are acknowledged by QTL unless QTL post holder is mentioned in complaint in which case they are acknowledged by Society Secretary using the standard script below. Quality target 2 normal working days.
  4. If the originator of the complaint is an individual representing a corporate body and it is not obvious that that individual is properly authorised to make such a complaint, QTL or Society Secretary will seek evidence that such authorisation exists and if it does not then the complaint may be rejected.
  5. Complaints that are accepted are treated in the same way as CS09 (see Quality procedure) except that should the QTL be implicated in the complaint lead on the investigation and reporting will be undertaken by another Quality Team member.
  6. Upon completion of Quality process a plain English translation of the CS10 should be provided to the complainant if there is a response address.

### **Standard text for response**

Dear complainant,

CAN acknowledges receipt of your complaint. It is now being investigated by our Quality Team who will report to our Board of Directors if your complaint is accepted. As soon as we have that report to hand we will inform you of our findings and the actions that we will be taking as a result. If your complaint is not accepted we will explain why.

We are grateful for the time and trouble that you have taken to help us continuously improve our services.

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Responsible Department: Continuous Improvement

Implementation Date: 10 July 2014

Review period: 5 years

Next review due: 30 June 2022

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Agreed at Directors Meeting of 10 July 2014

Passed at Members Meeting of 10 July 2014

Revisions agreed by Directors on 14 April 2016

Revisions approved at Members Meeting of 06 July 2016