


# Dove Nest Group Complaints Policy

## Document Control

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### AUTHORISATION

Approved at full Board Meeting on

Signed: 

Managing Director

Jenny Jones

Date 20/10/2022

# DOVE NEST GROUP POLICIES AND PROCEDURES

## Introduction

Dove Nest Group welcomes and encourages feedback about our products and services and the people who provide them. We view this as a positive method for continually reviewing and improving the way we do business.

We will endeavour to provide clients, customers, suppliers and partners with a clear understanding of the products and services offered and a simple procedure for making positive suggestions about improving them.

We aim to achieve the highest levels of customer satisfaction. However, it is inevitable that our levels of service and quality of products may not always meet our clients' expectations. Under such circumstances they must have the confidence and means to share their concerns with us, and the knowledge we will investigate shortcomings quickly, fairly and objectively.

We will:

- Respond to all complaints within 48 hours of receipt.
- Be courteous, sympathetic and respectful at all times.
- Provide feedback on progress where it is appropriate to do so.
- Ensure all Dove Nest personnel are familiar and compliant with this policy and procedure.
- Review this policy regularly, and report against its performance quarterly.

## Procedure

The procedure is to be followed in the event of a comment or complaint about a member of staff or anyone representing Dove Nest, including freelance service providers.

### First Stage: Informal complaint or comment

Where it is appropriate, the complainant should raise their concern directly with the person responsible for the matter, or his or her supervisor.

It is our experience that most issues can be quickly and amicably resolved by engaging in dialogue at the earliest opportunity.

If this fails to resolve the issue, the complainant should invoke the second stage of this procedure and raise a formal complaint.

### Second Stage: Formal complaint or comment

Where the client wishes to make a formal complaint, the following procedure must be followed:

1. The complainant must complete a Client Complaint Form available by email from [enquiries@dovenest.co.uk](mailto:enquiries@dovenest.co.uk) or post from any member of Dove Nest staff, and return to the Operations Director, either by email or post.
2. The form should be requested, completed and returned as soon as the matter arises to avoid any undue delay which may adversely affect an investigation and subsequent outcome. The complainant will receive an acknowledgement of receipt of the form by Dove Nest within two working days.
3. The Operations Director will nominate a member of the Senior Management Team (SMT) to investigate the complaint, or for more serious matters, and those made against a member of the SMT, investigate it him/herself. The investigation will normally be completed within five working days of receipt.
4. The responsible manager will conduct a diligent and thorough investigation and keep all parties appropriately informed throughout the process.

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5. The outcome of the investigation will be communicated to the complainant within ten working days of the complaint being received by Dove Nest.

### Appeals

If the complainant wishes to appeal against the outcome of the investigation he or she must submit the grounds for their appeal in writing to the Managing Director within five working days of receiving the letter confirming the outcome.

Following a review by the Managing Director of the grounds of the appeal (or by a member of the SMT if it was the Managing Director who conducted the earlier investigation), the outcome will be communicated to the complainant within ten working days of receiving the appeal letter.

For complaints made against a member of staff not regulated or registered by a professional organisation the appeal decision will be final.

If the complainant wishes to appeal against a final decision about a member of staff regulated by, or registered with, a professional organisation they may raise the matter later through the appropriate professional or registration bodies' Code of Conduct and/or Complaints Procedure.

If the complaint is against an assessment decision made by Dove Nest or any of its agents, the complainant will have right of appeal directly to the awarding body. Dove Nest will be able to provide the escalation details should they be required and the Appeals Policy will be followed.