



Title: 10.3 Complaints Procedure
Ref: 10.3
Issue: v.1.0
Issued By: Catherine Garrido **Date:** 24/07/2015
Approved By: Philip Salaman **Date:** 09/11/2021

Revision History

Issue	Issued	Approved	Reviewed
1.0	24/07/2015		09/11/2021

Complaints Procedure

ACDC may directly or indirectly receive complaints, from a variety of sources. For all complaints, ACDC will receive, record and if the situation demands it, address the complaint.

1.0 Complaints received directly

1.1 Complaints can be received by phone, email (complaints@quidos.co.uk) or letter. Where a complaint is received via telephone a request will be given to put the complaint in writing. This will then be logged on the complaints log.

1.2 Once the complaint is received it will be categorised as to importance. ACDC will acknowledge receipt and attempt to resolve the complaint within 5 working days.

1.3 Within the acknowledgement, the customer will be informed of the ACDC Complaints procedure, provided with an estimated timescale for resolving the complaint and ACDC will inform the complainant that accessing the Complaints procedures does not affect their statutory rights.

1.4 Complaints against ACDC

Where a complaint is made against ACDC, the nature of the complaint may include but is not limited to:

- Behaviour of a ACDC staff member
- Accreditation services
- Timescales and/or result of an annual surveillance renewal

1.5 Complaints against Contractors

ACDC will process all complaints received concerning the actions of accredited members and any associated work carried out. The nature of the complaint may include:

- The behaviour of an Accredited Contractor/company
- Timescales and/or output from an accredited member

1.5.1 ACDC will inform the contractor of the complaint made, and would ask for their co-operation to be able to resolve the complaint.

2.0 Handling and Resolving the complaint

2.1 ACDC provides the complaints handling service free of charge for complainants

2.2 Accredited Contractors are advised to, where possible, attempt to resolve their complaint by following their Complaints procedure. However ACDC acknowledges that this is not always possible and so clients are able to raise the complaint direct with ACDC for investigation.

2.3 If the complaint is still not resolved at this level, ACDC will inform the relevant Council with which the Contractor has completed the work with. Following this, if the appropriate Council requests any further information, ACDC will provide this.

2.4 If the appropriate Council makes any recommendations regarding any complaints or associated Customers, ACDC will respond appropriately.

Complaints can be on the following (but not limited to):

2.5 ACDC Personnel

If a complaint is relating to the behaviour of ACDC personnel, this matter will be investigated gaining as much details as possible from the complainant and the accused staff member. This will be presented to the Managing Director of ACDC to determine an outcome. If a resolution is unclear, or the complainant is not satisfied with this outcome, this matter may be referred to the Impartiality committee.

2.6 Accreditation Services

2.7 Behaviour of contractor

2.8 Work carried out by contractor

3.0 Contractors informing ACDC of complaints

3.1 Prior to accrediting a Contractor, ACDC will ensure the companies' complaints procedure is valid.

3.2 ACDC will notify the relevant Council of any sanctions imposed of the Contractor.

3.3 The Contractor must cooperate with any investigation activities undertaken by ACDC.

4.0 Complaints where a Criminal Activity is involved

Where a complaint appears to involve an apparent criminal activity, the issue will be escalated directly to the Managing Director and reported to the Police and appropriate authority.

5.0 Recording Complaints

All complaints received will be logged on the [Quidos Complaints Log](#) as well as recorded immediately on [QMF Complaints Register](#).

6.0 Concluding a Complaint

ACDC will try to conclude complaints as effectively as possible, ensure the outcome is as fair as possible for the complainant and for any others involved.

ACDC will ensure that a written confirmation is sent to the complainant and other related persons, to update them on the situation. The written confirmation will include reasons for the outcomes with any supporting evidence available. If it is the final developments that ACDC can offer, this will be stated in the email.

If the complainant is not satisfied with the outcome, the written confirmation will explain how they can access the Appeals procedure in case they would like to escalate the issue.