



Complaints Procedure

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1. Our Aim

Adindi (UK) Ltd is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which Adindi (UK) Ltd can continue to improve its service is by listening and responding to the views of its customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore Adindi (UK) Ltd aims to ensure that:

- making a complaint is as easy as possible
- welcome compliments, feedback and suggestions
- they treat a complaint as a clear expression of dissatisfaction with its service which calls for an immediate response
- every complaint is dealt with promptly, politely and, when appropriate, confidentially
- they respond in the right way – for example, with an explanation, or an apology where Adindi (UK) Ltd have got things wrong, or information on any action taken etc
- they learn from complaints, use them to improve its service, and review annually its complaints policy and procedures

Adindi (UK) Ltd recognises that many concerns will be raised informally, and dealt with quickly.

The aims are to:

- resolve informal concerns quickly
- keep matters low-key

Adindi (UK) Ltd complaints procedure provides guidelines for dealing with complaints from customers about its services, facilities and staff.

2. Definitions

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed fact to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “compliant” is not used.

3. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant’s satisfaction.

4. Responsibilities

The Managing Director, Adindi (UK) Ltd will be responsible for:

- acknowledging the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate

A complainant's responsibility is to:

- bring their complaint in writing to Adindi (UK) Ltd attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of the Adindi (UK) Ltd team;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Adindi (UK) Ltd a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Adindi (UK) Ltd's control

5. Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Adindi (UK) Ltd maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

6. Complaints Procedure

Stage 1

In the first instance the team must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the customer should be advised that a formal complaint may be made and the following procedure should be explained to them.

- (a) a formal complaint can be made either verbally or in writing. If verbally a statement should be taken by the team.
- (b) in all cases, the complaint must be passed to the Managing Director, Adindi (UK) Ltd.
- (c) the Managing Director, depending on the nature of the complaint, will aim to acknowledge the complaint in writing within five working days.
- (d) The Managing Director will investigate the complaint.
- (e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.