

## Complaints Procedure

Signature follows good practice in all areas of its work. We will handle any complaints concerning a product or service offered by Signature promptly and fairly. Where there is a problem concerning a *service* or product provided by Signature, it will be dealt with following the Complaints Procedure. A problem concerning a decision made by Signature (e.g. on assessment, centre approval), will be dealt with using the Appeals Policy (available separately).

Signature will not disclose information relating to complaints if to do so would breach a duty of confidentiality or any other legal duty.

All such contacts with Signature will be recorded, monitored and evaluated.

Complaints about the conduct of assessments must be made **before** the results are issued.

### Dealing with complaints

Signature will:

- publish details of the names and address(es) of who to contact in the event of a complaint being necessary
- where possible deal with minor problems immediately, where these can be rectified on the spot. Where this is not possible, we will request that the complaint is put in writing or video letter, and we will tell the customer to whom the complaint will be referred
- acknowledge all written/video letter complaints within two working days and within 28 working days either provide a resolution or an outline of proposed action to seek a resolution, and the name of the person dealing with the complaint

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- resolve every complaint within deadlines set in this response, unless particular circumstances require a lengthier response time
- keep the customer informed of the progress of the complaint, and reasons for any delay in resolving it
- refer the complaint to a senior manager for review, in the event of the customer not being satisfied with the response
- refer the complain(an)t to the regulator, in the event of the customer not being satisfied with the senior manager's response
- keep a record of all complaints
- consider each complaint on an individual basis and if required implement procedures to prevent repetition
- when reviewing procedures consider feedback from complaints for continuous improvement.

## **How to make a complaint**

Please provide:

- Name
- Address
- Contact details
- Clear description of complaint
- Additional information that you feel is relevant.

**Please put your complaint in writing or video letter and send it to:**

Compliance and Quality Officer

Signature

Mersey House

Mandale Business Park

Belmont

Durham

DH1 1TH

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