

Complaint Policy and Procedure

It is our policy to handle complaints as an opportunity to improve our service, retain customer, user or stakeholder confidence, and maintain a good working relationship. This document should be read in conjunction with our Complaints Form. People who wish to appeal against a training assessment decision have the option of using our **Assessment Appeals Policy and Procedure** available from our head office or from rebecca.foreman@cmpresolutions.co.uk. Complaints may be lodged under both policies simultaneously.

Statement of intention

The complaints procedure is available from our head office, is monitored regularly, and is reviewed and evaluated annually by the Board of Directors. Complaints will be responded to and handled confidentially and promptly. Employees investigating complaints will:

- be fair
- behave courteously
- respond positively
- offer constructive solutions
- keep you informed
- take a problem-solving approach
- seek advice and support where necessary

Formal written complaints should be:

- made using our Complaints Form (available from the head office) or by email or letter
- formally recorded on receipt at by the recipient
- acknowledged within five working days
- notified to the Managing Director

Procedure

Any person dissatisfied with CMP Resolutions is encouraged to make this fact known at the point and time of their dissatisfaction to the person/s directly involved as the first step in our procedure. All our personnel will wherever possible resolve the situation at this early stage, ensuring that our policy and procedures are followed.

If you do not feel satisfied with the response your receive and wish to make a formal complaint, or if it is not appropriate for the member of staff to deal with the complaint, please complete our Complaint Form and forward this to the appropriate Manager or Head of Service as show in the table below. You may also send in a complaint by email or letter.

If your complaint is about...	Send your complaint to:	If you remain dissatisfied your complaint will be escalated to:
Issues relating to investigation and neutral assessment practitioners or trainers	Head of Investigation: Tim Kingsbury tim.kingsbury@cmpresolutions.co.uk 07771 714 934	Managing Director: Katherine Graham katherine.graham@cmpresolutions.co.uk 01763 852 225
Issues relating to mediation, conflict management, coaching practitioners or trainers	Operations Manager: Rebecca Foreman rebecca.foreman@cmpresolutions.co.uk 01763 852 225	Managing Director: Katherine Graham katherine.graham@cmpresolutions.co.uk 01763 852 225
Issues relating to our support, logistics or administration	Operations Manager: Rebecca Foreman rebecca.foreman@cmpresolutions.co.uk 01763 852 225	Managing Director Katherine Graham katherine.graham@cmpresolutions.co.uk 01763 852 225
Issues relating to marketing, sales or IT function	Business Development Manager: Deborah Casey deborah.casey@cmpresolutions.co.uk 01763 852 225	Managing Director Katherine Graham katherine.graham@cmpresolutions.co.uk 01763 852 225
Issues relating to finance or accounts	Finance Manager: Richard Roberts richard.roberts@cmpresolutions.co.uk 01763 852 225	Managing Director Katherine Graham katherine.graham@cmpresolutions.co.uk 01763 852 225
Issues relating to a Manager or Head	Managing Director: Katherine Graham katherine.graham@cmpresolutions.co.uk 01763 852 225	Chair of the Board John Crawley John.crawley@cmpresolutions.co.uk
Issues relating to the MD	John Crawley, Chair of the Board john.crawley@cmpresolutions.co.uk	Non Executive Directors
Issues relating to the Chair	Managing Director: Katherine Graham katherine.graham@cmpresolutions.co.uk 01763 852 225	Non Executive Directors

Sequence of events

- Your complaint will be acknowledged within two working days and you may be contacted for further information to help with our investigation.
- The person handling the complaint may speak to other people as well as the person whom the complaint is about in order to fully assess the situation.
- Within 15 working days the person handling the complaint will respond to you in writing, outlining their conclusions and recommendations and suggestions for remedial action where relevant. Mediation will be offered where appropriate.
- We will seek feedback where possible on the success of the problem solving or complaint response.
- If you remain dissatisfied with the response, you can appeal to the escalating officer indicated in the Table above.
- Our Non-Executive Directors form our final decision-making layer and their involvement is the end of our complaints process.