

## Complaints Policy

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### Aims of the Policy

The aims of this policy are:

- To ensure that candidates and customers understand the complaints procedure
- To ensure that SignUp BSL staff, both employed and freelance, understand the complaints procedure

Where there is a problem concerning a service provided by SignUp BSL, it will be dealt with following the Complaints Policy. A problem concerning a decision made by SignUp BSL will be dealt with using the Appeals Policy.

### Dealing with complaints

SignUp BSL will:

- Make available to all customers the contact details to use 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. SignUp BSL will request that the complaint is put in writing or video letter.
- Acknowledge all written or video complaints within two working days, and provide the name of the person dealing with the complaint.
- Provide a resolution or an outline of the actions proposed to seek a resolution within 28 working days.
- Complete the actions outlined in the response within the deadlines set, unless circumstances arise requiring a longer response time.
- Keep the complainant informed of the progress of the complaint, and reasons for any delay in resolving it.
- Refer the complainant to the regulator, in the event of the complaint not being satisfied with the response.
- Keep a record of all complaints
- Consider each complaint on an individual basis, and if required implement procedures to prevent repetition.
- When reviewing policies and procedures, consider feedback from complaints for continuous improvement.

### How to make a complaint

Please put your complaint in writing or video letter and email it to [info@signupbsl.co.uk](mailto:info@signupbsl.co.uk), or post it to:

SignUp BSL  
14 Oakfield Street  
Exeter  
EX1 2QT

**Policy Version Control**

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<b>Updated By:</b>	Rosie Denham, Business Manager
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