

COMPLAINTS PROCEDURE

- Complaint must be in writing.
- A Staff member responsible for the resolution of the complaint will be appointed
- Acknowledge receipt of the complaint in writing within 2 days of receipt, and provide the name(s) and contact details of the staff responsible for the resolution of the complaint.
- Investigate the complaint to ascertain whether the complaint is legitimate and/or can be resolved immediately.
- If the complaint can be resolved immediately, take the necessary action and inform the client accordingly.
- If the complaint cannot be resolved immediately, request supporting documentation (if any) from the client that may be necessary to resolve the matter and indicate the expected date of resolution.
- If unable to resolve the complaint to the client's satisfaction within a reasonable time after logging the complaint in the Complaints Register, notify the client accordingly and advise the client of his/her right to refer the matter to the Ombud or to seek redress in another forum.