



SHOUT OUT UK COMPLAINTS POLICY

1. INTRODUCTION

ShoutOutUK Ltd ("we"/"us"/"our"/"the Company") are committed to providing the highest standard of quality and professionalism in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

If a complaint alerts us to possible abuse or neglect we will inform senior management as appropriate. The senior management will decide how to investigate and monitor outcomes.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services may make a suggestion.

First you should speak to the primary ShoutOutUK Ltd (SOUK) contact you are in touch with.

If the suggestion is something that ShoutOutUK Ltd as a company needs to consider anonymously you can send it to (just reference the project you are a part of):

correction@shoutoutuk.org

3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

ShoutOutUK Ltd assures clients that it will not withdraw or reduce services because someone makes a complaint in good faith.

4. Who can complain

Anyone affected by the way ShoutOutUK Ltd provides services can make a complaint.

A representative may complain for the affected person if they:

- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

5. How you can make a complaint

You can complain:

- by telephone - +44(0)203 643 8133
- through a member of our staff
- through an advocate or representative

where someone complains orally we will make a written record and provide a copy of it within 3 working days

- by letter - Shout Out UK 240 Portobello Rd (Studio 1), Notting Hill, London. W11 1LL
- by email - contact@shoutoutuk.org

6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

7. Responsibility

The Project Coordinator has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

8. How we handle complaints

The Project Coordinator or ShoutOutUK Ltd may ask someone from the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 30 working days unless we agree to a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;

- any action we have taken; and
- our proposals to resolve your complaint.

9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

10. Further steps

At any stage during the process, if you are not happy with the way the ShoutOutUK Ltd representative is dealing with your complaint you can contact Senior Management at:

For The Attention Of Matteo Bergamini

correction@shoutoutuk.org

LAST REVIEWED: APRIL 2022