

# naomi korn

## ASSOCIATES

### **Complaints Procedure**

At Naomi Korn Associates, we strive to deliver a high-quality service. We recognise that on rare occasions a client might feel their expectations may not have been met.

Our complaints procedure allows clients to tell us if they are unhappy with the service they have received.

### **Our promise to clients**

We regard complaints as an opportunity to learn and improve the services we deliver. In line with our organisational values and associated policies, we respect our complainants and treat them fairly and equitably. Our aim is to:

- Provide a fair, easy to use and accessible complaints procedure.
- Ensure our complaints policy is published and that clients know how to make a complaint.
- Ensure that everyone at Naomi Korn Associates knows what to do when a complaint is received.
- Make sure all complaints are investigated fairly and within, as far as practicable, the timescales detailed in the complaint's procedure.
- Learn from the complaints we receive to improve our services.

### **Complaints process**

A formal complaint must be made within two (2) calendar months of the issue complained about.

We will acknowledge it in by email within five (5) working days. We aim to provide you with a full response within twenty-eight (28) working days and will let you know if the response will take longer.

All information regarding the complaint will be dealt with in confidence, in line with our Privacy Notice and Data Protection Policies.

## **Complaints stages**

### Stage One: Informal Resolution Stage

In the first instance, you should contact Naomi Korn Associates at [info@naomikorn.com](mailto:info@naomikorn.com). A member of the Naomi Korn Associates team will liaise with the complainant to resolve the issue swiftly where possible and appropriate.

### Stage Two: Formal Complaint Stage

If you have already tried to resolve your complaint informally through Stage One, or wish to make a formal complaint, where possible please provide us with the following information by email to: [info@naomikorn.com](mailto:info@naomikorn.com):

- Your contact at Naomi Korn Associates.
- Your name, organisation you work for, the service we have delivered to you and the date or dates it was delivered.
- Describe the issue or complaint, providing evidence and/or examples where possible.
- Explain why you are dissatisfied with the service you have received.
- Outline what you think we should do to resolve your complaint.

The acknowledgement to your complaint will state who is dealing with the complaint and when you can expect a reply. It will be assigned to a senior member of the team to investigate and to take appropriate action. If the investigation is not fully completed and it is not possible to provide you with the outcome of your complaint within 28 days, you will receive a progress report. The report will outline where the investigation is up to and provide an indication of when a full reply will be delivered to you.

### Stage Three: Appeal Stage

If you feel that your complaint has not been satisfactorily resolved at Stage Two, you can appeal and request that the complaint is reviewed by the Chief Executive Officer (CEO). The request will be acknowledged within five (5) working days of receiving it and we will let you know when you can expect a reply.

The CEO may investigate the facts of the case themselves or delegate a suitably senior person not previously involved with the case to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

You should receive a definitive reply within twenty-eight (28) working days. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

The decision taken at this stage is final, unless the CEO decides it is appropriate to seek external assistance for resolution.

Contact: [info@naomikorn.com](mailto:info@naomikorn.com)

### **Complaints that fall outside of this policy**

The complaints procedure is not able to deal with the following:

- An appeal against a decision regarding professional registration.
- Anonymous complaints.
- Group complaints.
- Complaints about the content of our policies unless maladministration or misconduct is alleged.
- Complaints considered to be aggressive or abusive.
- Complaints raised via social media (e.g. Twitter, LinkedIn, Facebook etc.).
- Complaints from individuals who have exercised their data protection rights or made requests under the Freedom of Information Act or Environmental Information Regulations to one of our clients. Any such complaint would be handled in full by our client in consultation with us (if appropriate).

### **Other comments, compliments, and suggestions**

We always welcome feedback and if you would like to send us any other comments, compliments and suggestions please contact us at [info@naomikorn.com](mailto:info@naomikorn.com)