



MASTER COMPLAINTS POLICY

Complaints Policy of Board Secure Limited, trading as Governance360 (“Governance360”)

Governance360 views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure to organisations so that people know how to contact us to make a complaint
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Governance360.

Where Complaints come from

Complaints may come from any person or organisation who has a legitimate interest in Governance360 (e.g. delegates, clients, managers, HR contacts). A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Director of Governance360.

Review

This policy was first approved in September 2020 and is reviewed regularly and updated as required.

Complaints Procedure of Governance360

Publicised Contact Details for Complaints:

Written complaints may be sent to Governance360 at our head office address or by e-mail to training@governance360.co.uk.

Receiving Complaints

Complaints received by telephone or in person will be recorded in writing. When receiving a complaint, Governance360 will:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Governance360
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Resolving Complaints

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to a Director of Governance360 within 1 week. On receiving the complaint, Governance360 will record it in the complaints log. If it has not already been resolved, it will be investigated and appropriate action taken. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within 1 week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within 4 weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.