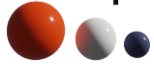


Exemplar



Exemplar Services England Limited

Complaints Policy, Procedure and Handling

If you have a complaint or concern about Exemplar Services, we want to hear about it, and we will do our best to put it right.

Objectives:

- resolve complaints fairly, efficiently, and effectively
- resolve complaints consistently
- improve client experience
- enhanced customer satisfaction
- learn from the concern and improve services

Who can complain?

- Children and young people
- Parents/carers
- Professionals and practitioners
- People and organisations who have used Exemplar's services

How to complain? Stage

1 Informal

- contact Exemplar Services England Limited in person by appointment, telephone, email, or virtual meeting. You will be given the opportunity to speak to a manager who will try to find a resolution. Any solutions agreed with you will be put in writing and sent to you.

Stage 2 Formal

If you want to escalate the concerns beyond Stage 1 please write to

Exemplar Services England Limited

Resolutions, Client Services

4 Glen Avenue

Upper Batley
Batley
West Yorkshire
WF17 0ET

Alternatively send it via email to info@exemplarservices.com please enter 'Resolutions' on the subject line. Please say:

- the issue(s) which remain unresolved;
- an outline of why the complainant is dissatisfied with the response.
- what remedy would resolve their complaint

An acknowledgement of your Stage 2 concern will be sent within 5 working days.

Exemplar Resolutions may contact you to make sure that we have understood your concern and possibly:

- Discuss the nature of the concern/complaint. You can be accompanied by a friend / representative during this discussion
- Treat the concern/complaint in confidence
- Advise on whether the concern/complaint is inside of the remit of the complaint policy
- The Resolution Officer may also
 - Refer the individual onto the relevant service if the matter can be resolved informally
 - Signpost the individual to other teams or organisations to help

Exemplar Resolutions will respond to your complaint within 28 working days of its receipt. If Exemplar needs more time to respond to your concern, we will ask for your consent.

Internal proceedings may be instigated because of your concern. These will be confidential but normally fall within one or more of the following procedures:

- Disciplinary actions
- Competency framework
- Training
- Improvements to systems and procedures

Notification will be sent to you on what procedure has been triggered because of the concern. Allegations of criminal offences will be informed to the police

External escalation

Option 1

Exemplar can arrange for an independent, impartial investigation after Stage 1 and Stage 2 if the concerns have not been resolved.

Option 2

You may inform the Society of Mediators of your Complaint. The SoM runs an independent final stage complaints procedure. The mediator's own complaints procedures (and where relevant any provider's procedures) must be exhausted first. The SoM cannot consider complaints against non-member.

The Society of Mediators

218 Strand, London, WC2R 1AT

DX 232 London Chancery Lane

+44 (0) 207 353 3936 +44

(0) 7956 343 611

<https://www.societyofmediators.com>