

Complaints Policy and Procedure

Our aim:

LinkOrg Networks Ltd is committed to providing a quality service for its customers and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Preamble

Definition: LINKORG NETWORKS a complaint as 'any expression of dissatisfaction with LINKORG NETWORKS, or with a member of staff, that relates to LINKORG NETWORKS, and that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

LINKORG NETWORKS 's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to LINKORG NETWORKS 's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in LINKORG NETWORKS ;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow LINKORG NETWORKS a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond LINKORG NETWORKS 's control.

Responsibility for Action: All Staff of LINKORG NETWORKS .

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and LINKORG NETWORKS maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: The Director of LINKORG NETWORKS will receive annually an anonymised report of complaints made and their resolution and complaints will be dealt with in accordance with LINKORG NETWORKS 's Privacy Policy.

Formal Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. If your complaint concerns a Director of LINKORG NETWORKS , rather than a member of LINKORG NETWORKS 's staff, you should write formally to the individual concerned. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days.

Our contact details can be found on the **Contact Us** part of the LINKORG NETWORKS Website.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to LINKORG NETWORKS 's Director and ask for your complaint and the response to be reviewed. You can expect the Director to acknowledge your request within 5 working days of receipt and a response within 15 working days.

LINKORG NETWORKS 's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply from LINKORG NETWORK's Director, or your complaints has not be resolved after 8 weeks, then you have the option of contacting The Ombudsman Service, stating the reason why you are dissatisfied with the outcome. Or in the case of non resolution, please detail the complaint and any step taken and/or communication with Linkorg Networks in relation to the initial complain. Their contact details can be found on the Complaints Policy part of the LINKORG NETWORKS Website. You must do this within 10 days of receiving the written response from LINKORG NETWORKS 's Director or after 8 week of the initial complaint.

Note. If your original complaint was against the Director, then the final stage will be handled by The Ombudsman Service.

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