

## Talking Resolutions: Complaints Procedure

Talking Resolutions views complaints as an opportunity to learn and improve, as well as a chance to rectify matters for the person making the complaint. It is our aim to make sure all complaints are investigated fairly and in a timely way.

### 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 Jane Blair, Managing Director, Talking Resolutions.

### SUBMISSION OF A COMPLAINT

We advise all complainants to initially speak with their mediator in the first instance as most concerns can be resolved through direct discussion. If this does not address the concerns, complaints should be made in writing and emailed to [info@talkingresolutions.co.uk](mailto:info@talkingresolutions.co.uk) for the quickest response time.

Case notes are retained for 3 months after the case closure date, after which time they are deleted. As a result, case notes cannot be reviewed following this period. A complaint should therefore be made as soon as possible.

On receiving a complaint, it will be allocated to a senior person at Talking Resolutions for investigation.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Complaints will be acknowledged within one week of receipt. The acknowledgement will provide the name of who will investigate the complaint and when the complainant can expect a reply. We aim to provide a reply within 14 days, but this timeframe may be extended if more time is needed to investigate the complaint.

The reply to the complaint will provide the conclusions of the investigation and details of any actions taken as a result.

If a complainant has been referred to Talking Resolutions by another agency, a complaint may also be made to that organisation for their independent

investigation. If a complainant is unaware who made the referral, we are happy to provide that information.

LAST REVIEW DATE: 01/04/23