

## 6.3.1 Complaints Procedure

ECP Safeguarding aims to provide high quality training and consultancy services which meet your needs. If we are not getting it right, please let us know – we welcome all feedback.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with the organisation.

### **Raising a complaint:**

In the first instance, if you are not happy with a service or training you have received from ECP we ask that you call our offices on 01727 808340 and ask to speak to the Business Manager or the CEO. If they are not available, please leave your details and we will get back to you within 2 working days.

We will always aim to give you a satisfactory conclusion to any complaint as soon as possible via this conversation, depending on the nature of your complaint.

All communication and resolutions to complaints will also be responded to in writing for our records.

### **Making a written complaint:**

If you are not satisfied with our response or wish to raise the matter more formally, please write to the CEO - Nicole Williamson: [Nicole@ecpsafeguarding.co.uk](mailto:Nicole@ecpsafeguarding.co.uk).

All written complaints will be logged, and you will receive a written acknowledgement of your complaint within 3 working days.

Our aim is to investigate your complaint properly and give you a full response within 10 working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

### **Investigating a Complaint:**

Whilst we aim to resolve all complaints as quickly as possible, due to the nature of the services we provide there will be times where it is more appropriate that we complete an internal investigation. This is especially important when:

- The complainant has requested an investigation
- The complaint involves a personal data issue
- The informal complaint resolution stage failed
- There is a conflict of interest between the complainant and an employee
- The issues are complex and require an investigation
- The complaint represents a high or serious risk to the company or complainant
- Child protection issues are involved

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- A professional body or supervisory authority requires it

If any of the above apply when a complaint is raised, we will notify you of the investigation taking place, and give you a timeline of when we expect an outcome and for the investigation to conclude. Whilst we will share as much information as possible regarding the investigation, in some circumstances we may be unable to share all outcomes of the investigation. If any of the above apply, you will be notified.

If you need any further information, please do not hesitate to contact us, we would be happy to help.