

Complaints Policy

Scunthorpe and Grimsby Advanced Motorists have a responsibility to ensure that any complaints received are responded to and dealt with in a fair and unbiased way and in a timely manner, (target been 14 days but Maximum of 28 days).

This policy sets out how this is achieved.

Aims of The Complaints Policy

The aims of the policy are to ensure that the Scunthorpe and Grimsby Group has a workable and effective complaints process that is flexible and responsive to the needs of individual complainants.

The policy will ensure that:

- Complainants are listened to and treated with courtesy, empathy and fairness
- Complainants are kept informed of the progress and outcome of investigations into their complaint
- Apologies are given where appropriate
- Action to rectify the cause of the complaint is identified, implemented, and reviewed
- The Group ensures any learnings are documented and changes made as required
- The complaints handling procedure complies with confidentiality and data protection policies (see separate Policy)

The Scunthorpe and Grimsby Advanced Motorists Committee members will be familiar with the complaints handling process

This includes details of how customers and group members can make complaints and to whom

In the first instance the member designated to handle a complaint is the Secretary (See e-mail address on the Group website) who will log the complaint and ensure that the complainant has supplied full details

The Chairman is then responsible for the Group response and administration but may delegate some or all tasks to other committee members

The Chairman is responsible for

- Ensuring action is taken to address issues raised in complaints and, where appropriate, identifying improvements to processes and procedures
- Ensuring Group members are aware of, and understand, the Complaints Policy
- Keeping the complainant informed as to progress and resolution of their complaint
- Ensuring all complaints have been logged
- Identifying improvements to processes and procedures

Receiving a Complaint

The Secretary will ensure the complainant has provided full details of the complaint, preferably in writing in an email or letter.

See Flow Chart Appendix 1

Response times are especially important to any Complaint and the following should be adhered to.

Send an acknowledgement within 24 hours (if e-mailed) or 7 working days (if posted due to e-mail being unavailable)

Response in writing within 14 working days of the complaint.

Allocated Group committee member will contact the complainant via telephone within 2 working days after the acknowledgement receipt, if any more details are required to carry out the investigation of the complaint.

The Group Committee member / Investigating Team.

The investigation Team will

- Ensure the complainant is responded to within the defined timescales
- Maintain an accurate record (with dates) of all communications with the complainant
- Document the original complaint and other relevant information
- Document the issues considered
- Document decisions or actions taken.
- Review at a given Period.

Complaint Escalation

The complainant will be advised that their final point of escalation is IAM RoadSmart.

Should the complainant remain dissatisfied with the outcome of their complaint, as per the local Group investigation and decision, the Complainant will be informed that if they wish they can appeal the groups decision via the IAM RoadSmart Policy.

All escalations must be notified to the Area Service Delivery Manager.

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