



Precious Moments and Health Ltd

Complaints Policy

This Procedure describes the actions to be taken by Precious Moments and health Ltd (PMH LTD) when there are positive or negative views or improvement suggestions from customers or their representatives. It also outlines the process to be taken when a customer/client makes a complaint.

1. Clients Comments

Definition of a comment:

'a note or notes in explanation or criticism of something written or said'
(1985, Collins Dictionary)

We take this to be a **remark, observation or criticism that may require immediate action but does not require a full investigation.** The administrator will forward the details of all comments received to Mauva Johnson-Jones the Managing Director to review so we can see how improvements can be made.

2. Clients Complaints

Precious Moments and Health Ltd (PMH Ltd) follow a straightforward process for customer complaints.

1. **Stage 1** – is dealt with as an informal complaint which can be resolved with both parties without further action.
2. **Stage 2** – is dealt with as a formal complaint and will require a complaints form to be completed to investigate the allegations made.
3. **Stage 3** – is when the formal complaint is not resolved and needs to be addressed formally which may include a refund of services paid, reprimand to the staff involved or disciplinary action.

PMH Ltd takes complaints seriously and aims to be:

- courteous and professional at all times
- Providing as much information and where possible immediate advice
- Observing privacy and confidentiality in all matters
- Monitoring and evaluating our performance
- Providing a high-quality service at all times
- We are also committed to ensuring accessibility for all and are responsive to a diverse range of needs.

3. Clients Compliments

It is important for us to also know when we are getting things right. Any compliment received is shared with Mauva Johnson-Jones and the team and placed in our 'Feedback folder' as testimonials.

If the compliment is about an individual staff member or mentor, they are then informed in writing by the Managing Director Mauva Johnson-Jones and a copy of the compliment and letter is stored in their Personnel File. Compliments can help us share good practice and improve services.

All comments, complaints & compliments to info@preciousmomentsandhealthltd.co.uk.

APPENDIX

COMPLAINTS FORM

Name of Complainant:		Date Complaint made:		Time Complaint made:	
Person making the complaint – (please tick the correct box)					
Child/young person	Parent/carer	Social worker or other professional	Contractor delivering the service	Other	
Name of the staff receiving the complaint:					
Nature of the complaint made:					
Signature of Complainant:					
Response given to the complaint:					
Managers response:					
Manager's signature:					
Outcome:					

Signature of Complainant:

Date:

Signature Manager:

Date: