

So you have a complaint?

Our aim is to provide excellent service to our customers and to achieve high standards of customer satisfaction.

However, we recognise that there may be occasions where customers may be unhappy about an aspect of the service or an individual.

Our complaints procedure is a vital part of our continuous improvement process.

Complaints, comments and compliments may be received as letters, emails and telephone calls as well as in person at our centres or offices.

We welcome all positive and negative feedback.

All complaints are taken seriously.

How to make a complaint

If you have a complaint about any aspect of the service you can feel confident that we will deal with the matter and that we have a procedure in place to respond to complaints quickly and effectively.

- Talk to your Prospects Personal Adviser in the first instance who will try to resolve any difficulties you have, or they will refer the matter to their Manager to deal with.
- If you are uncomfortable with speaking to your Adviser you can speak to any other Adviser or contact the Business Support Manager directly on 01278 422 301 at: Prospects Employment and Training Services, Pearl House, Church Street, Bridgwater TA6 5AT.
- You can make a complaint in writing or verbally.

What we'll do about complaints...

Our policy is:

- The matter will be reported to the Business Support Manager responsible within two working days.
- The Business Support Manager will then investigate the complaint fully.
- For a verbal complaint, they will then respond to you within five working days.
- They will use their experience and judgement to decide what action should be taken and notify you accordingly.
- If you make a written complaint, you will be informed in writing that the matter has been referred to the Business Support Manager.
- For written complaints you will receive a response to your complaint within ten working days.
- If you are unhappy with the outcome of the complaint, please inform us and we will refer the matter to the Operations Director.

What else you should know...

- In the case of a more serious or complex complaint it may be necessary for the Manager to seek advice from the Business Support Manager.
- It is the responsibility of the Business Support Manager to carry out periodic checks to ensure that complaints received in area offices are being properly investigated and satisfactorily resolved within the specified timescales; this will happen as a minimum on an annual basis.
- All feedback will be analysed to identify trends and issues to be addressed by the Prospects Management Team.
- Any individual(s) named in a complaint have the right to be consulted and their views heard. Where a complaint is substantiated, disciplinary action may be taken.

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So you wish to make a complaint?

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Pearl House
Church Street
Bridgwater
TA6 5AT

Phone: 01278 422301

Fax: 01278 453775

Email: Tim.Rice@Prospects.co.uk