

Providers in Partnership

Customer Complaints Procedure

At Providers in Partnership (PiP) we aim to provide a high quality service to all our customers. If however, anyone is dissatisfied with the service they have received, this document outlines the official complaints procedure to be followed. We will endeavour to investigate and resolve any complaints as quickly as possible.

All complaints will be treated in strict confidence. They will be treated fairly and given equal importance.

All complaints to PiP must be put in writing in order for them to be investigated. Written complaints can be received via e-mail or through the post.

Once a complaint letter is received, it will be logged onto the Complaint Recording Log and issued with a reference number. This number will be quoted in all correspondence.

A letter of acknowledgement will be sent out within three working days with a copy of the PiP complaints procedure attached (if this has not been supplied previously)

The complaint will be investigated by a member of PiP staff with no connection to the complaint. In the case of a complaint against the Executive Director, the Chair of the Board will be the investigating officer. A written response will be sent to the complainant within seven working days.

If the complaint is likely to take longer than seven working days to resolve, the response time will be extended to 21 working days and a letter will be issued informing the complainant of this and giving a date by which a reply can be expected.

Once the complaint is investigated and resolved a letter will be issued outlining the final resolution and a date of completion.

In the event of a complaint not being resolved to the satisfaction of the complainant it will be passed to the Chair of the Board or other appropriate Board Member if necessary, for further investigation and the above process will be followed.

Complaints should be sent to the following address:-

Providers in Partnership,
Office 17, York Eco Business Centre,
Amy Johnson Way,
Clifton Moor,
York,
YO30 4AG.

Telephone: 01904 692286

e-mail: admin@providersinpartnership.org.uk