


# Customer Care policy

## Owner and version control

<b>Responsibility:</b>	Chris Garcia Head of Quality & Compliance	<b>Date doc. created:</b>	February 2022
<b>Print name sign off:</b>	Simon Little, Managing Director	<b>Last review date of doc:</b>	March 2023
<b>Signature:</b>		<b>Next review date:</b>	March 2024

It is our intention to be courteous, respectful and responsive to the needs of our clients and service users, providing a quality of service that meets or exceeds their expectations.

We are sensitive to our users who have special needs providing practical assistance wherever possible to ensure that our services remain free from discrimination.

If there are any comments or concerns regarding our service delivery, we want to hear them and will use them to further improve our services. Within our programmes, we provide a variety of opportunities for our users to submit their opinions and our Programme Leaders regularly review this feedback. The information is collated and disseminated within the organisation, so that appropriate praise may be given or correction action taken.

We try to deal with complaints in a prompt, fair and positive manner. Usually issues can be resolved informally by a member of staff but where this is not possible or, if our users are not satisfied with the initial response they receive, we ask that complaints are made in writing to the following address:

Head of Quality & Compliance  
Best Practice Network Limited  
Third Floor  
Newminster House  
27-29 Baldwin Street  
Bristol  
BS1 1LT

Written complaints are initially escalated to the first level of line management above the staff member who originally dealt with the issue, with a further right of appeal to management at the next level should the complainant still feel that their problem has not been dealt with satisfactorily.

We aim to acknowledge complaints within three working days, and to investigate and take any necessary action to resolve the situation within 20 working days.