

## SHAP COMPLAINTS AND FEEDBACK PROCEDURE

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### PURPOSE

SHAP is committed to providing a high-quality service to all of our members and wider network. When something goes wrong or is not up to the expected usual high standards, SHAP will seek to inform anyone who has been affected by the issue and correct the issue. This procedure will help SHAP to improve and maintain its standards.

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### SCOPE

This procedure is aimed at the SHAP Board, Secretariat, recipients of SHAP contracts, SHAP Associates and SHAP volunteers.

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### PROCEDURE STATEMENT

SHAP's aim is to manage any complaints in a fair and sensitive manner to resolve dissatisfied customers, partners and stakeholders. SHAP intends to resolve negative issues as quickly as possible and ensure positive remarks reinforce good practices.

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### DEFINITIONS

**Positive feedback** is information received for a job well done or recognition of a process that works well and exceeds expectations. This will be recorded to help us identify where our stakeholders are happy with SHAP's service, policies and procedures.

**Negative feedback** is information received where someone working with SHAP or a partner is dissatisfied with the service they have received. Occasionally an issue may be raised without us having prior knowledge; however, we need the opportunity to put the problem right so at this information will be recorded as negative feedback.

A **formal complaint** is regarded as dissatisfaction about the actions, decisions or failure of our services after there has been the opportunity to correct the matter.

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### PRINCIPLES

The following circumstances will not be regarded as a complaint to SHAP:

- Where SHAP has not had the opportunity to put the problem right;
- An initial request for information or an explanation of a decision made;

- Initial requests for a service;
- Anonymous letters, although these may be investigated if they are a cause for concern;
- A complaint about a service where SHAP has no responsibility;
- In a matter where SHAP has no contractual or legal relationship;
- Complaints about legally determined policy;
- Where the dissatisfaction relates to a previous issue which has already been reviewed via our complaints process and a conclusion reached either via an internal or external process.

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## HOW TO MAKE A COMPLAINT OR PROVIDE FEEDBACK

If the feedback is regarding general SHAP operations and activities, then it should be addressed to the SHAP Co-ordinator, Rosemary Coyne, [co-ordinator@shap.uk.com](mailto:co-ordinator@shap.uk.com)

If the feedback directly involves a specific SHAP representative, such as the SHAP Co-ordinator, then it should be addressed to the SHAP Chairman, Alan Yates, C/O Accord Group, 178 Birmingham Road, B70 6QG.

Where suggestions to improve service have been made but the customer does not want to raise the matter as a complaint, feedback will be recorded and responded to in order to improve service standards.

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## HOW SHAP WILL RESPOND

1. SHAP will reply acknowledging receipt of your feedback or complaint enclosing a copy of this procedure.
2. SHAP will then record the feedback and decide on the appropriate course of investigation.
3. An appropriate person will investigate the complaint and will review the matter.
4. The SHAP Co-ordinator or SHAP Chairman will send you a detailed written reply to your feedback, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
5. You will have the opportunity to reply to this feedback, if you feel it does not adequately address your initial concerns.

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## REVIEW

This policy will be reviewed every three years or sooner if legal or regulatory changes take place.

Signed:

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SHAP Chairman

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Date

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**POLICY CONTROL**

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