



## **Compliments & Complaints Policy & Procedures**

This is the Compliments & Complaints Policy & Procedures document as adopted by the Unloc Leadership Team on Tuesday 11th June 2024 and will be reviewed within two years of this date.

### **Policy Statement**

Unloc aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

### **If you are not happy with Unloc, please tell us**

If you are unhappy about any Unloc service/provision, please speak to the relevant staff member, manager or Director.

If you are unhappy with an individual in Unloc, sometimes it is best to tell them directly. If you feel this is difficult or inappropriate, then speak to the staff member's manager or any senior manager.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

### **Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director with responsibility for internal affairs. You can do this by emailing [complaints@unloc.org.uk](mailto:complaints@unloc.org.uk). (If your complaint is about the Director with responsibility for internal affairs, please write to the Managing Director on [hayden@unloc.org.uk](mailto:hayden@unloc.org.uk).)

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to any member of the Unloc Advisory Board who will report the matter to the next meeting of the Advisory Board, which will decide on any further steps to resolve the situation. Details of current Advisory Board members can be found on the Unloc website.



## Compliments

Finally, we know that our clients, young people and other stakeholders are often happy with Unloc's services and we would love to hear about any positive experiences. This can be done by reaching out to Unloc publicly on social media, by emailing our central inbox [hello@unloc.org.uk](mailto:hello@unloc.org.uk) or by emailing the member of Unloc staff you have had contact with directly.

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### **Unloc Learning Limited**

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