



COMPLAINTS POLICY/PROCEDURE

Policy statement

If you are unhappy about any aspect of the service of Môn CF, please raise your concerns immediately. This is the only method of official complaint and must be completed by the actual person making the complaint.

Môn CF is unable to deal with complaints from a client's family, partner, or associates unless the client is under 18.

Complaint's procedure

There are 3 stages in the complaint's procedure, and each stage must be fully complete before proceeding to the next one. You are advised to keep copies of all the documents used in the complaint's procedure.

Stage 1 ("on-the-spot" solutions)

If you are an existing client, then you must first contact the person who is currently dealing with you within Môn CF, they will ensure that your concerns are dealt with fairly and quickly. You should raise your concerns within 7 days of the matter in question. They will fully investigate your concerns and address accordingly. If your complaint is about that member of staff and it would be inappropriate to discuss the matter with him/her you may begin with Stage 2.

Stage 2

If you are not satisfied with the outcome of stage 1, or if you are not a client, please contact our HR Manager, on 01407 762004 or e-mail HR@moncf.co.uk where your concerns will be investigated. A response will be sent to you within 7 working days.

Stage 3

If you are not satisfied with the outcome of Stage 2 you will need to detail your complaint in a letter or E-mail and send it to SHEQ Manager at SHEQ@moncf.co.uk

You are likely at this stage to be requested to substantiate any complaints or allegations with written factual evidence and/or signed statements from witnesses. This will assist in reaching a speedy conclusion to the complaint. A response to your appeal will be sent to you within 28 days.