

# Complaints Procedure – D M Developments (Inskip) Ltd.



## 1. Introduction

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will inform the local Council's adult safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes. If the matter is particularly urgent, then the police may be contacted.

## 2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion. In these instances, as with formal complaints, you should speak to the Compliance Officer. The contact details of this individual will be listed at the end of this document.

Comments or suggestion boxes are available if you would rather make your suggestion that way.

## 3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

D M Developments assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

## 4. Who can complain?

Anyone affected by the way D M Developments provides services can make a complaint.

A representative may complain on behalf of the affected person if they:

- have given consent for the representative to act on their behalf
- cannot make a complaint themselves, or
- have died.



## 5. How you can make a complaint

You can make a complaint in whichever way you feel most appropriate. Methods include:

- E-mail
- Letter
- Telephone
- In person

You may direct your complaint to the Compliance Officer who will then open an investigation. The Compliance Officer will receive complaints via any of the methods listed above. For an effective investigation of the matter, it is recommended that you make the content of your complaint as clear and as detailed as you can.

If you make any complaint verbally – be that over the phone or in person – however, it is required that we have some way to contact you in written form so that we may update you on the progress of the complaint investigation. It also greatly aids the investigation process if there is written correspondence to refer back to. As such, if you make your complaint verbally, you should expect to receive a written summary of your complaint within 3 working days. This is to confirm that both you and the company agree on the terms of the complaint. If you feel that the summary does not represent your grievance, then you have the opportunity to clarify your complaint, preferably by responding in writing.

## 6. Anonymous Complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

## 7. Responsibility

The Compliance Officer has overall responsibility for dealing with all complaints made about our service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

## 8. How we handle complaints

Complaints can be received by any representative of the Company. However, this will then be relayed to the Compliance Officer who will formally log the complaint and open the investigation. As such, it would be advisable to contact the Compliance Officer directly to lodge your complaint, the contact details of whom is listed at the end of this document.



You can expect to be contacted by the Compliance Officer within 3 working days of his/her receipt of the complaint. This will summarise the complaint – giving you the opportunity to clarify the complaint if necessary – and give a plan of investigation.

The Compliance Officer will then oversee an investigation into the cause of the issue and seek to find an adequate resolution to it. Once a draft resolution has been arrived at, you will be contacted via e-mail or letter and presented with this draft resolution. If this resolution is acceptable, the Company may have the Company's 'Complaint Rectification Form' sent to you to fill in along with a representative of the Company, filling in the corresponding section, if it is deemed necessary. This document is to tie together the objects of complaint and the agreed resolution plan, it also signifies agreement on the terms of resolution if that clarity is deemed necessary. In other cases, the record of the written correspondence will act in the same way as the complaint rectification form. The Complaint Rectification Form is used in instances where extra clarity is required before actioning the resolution plan.

## **9. Time limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

## **10. Further steps**

At any stage during the process, if you are not happy with the way the service is dealing with your complaint, the complaint will be taken up by the managerial hierarchy.

Once we have dealt with your complaint, if you are not happy with the outcome, you can refer your complaint to the Energy Assessor Accreditation Scheme.

You can contact the Energy Assessor Accreditation Scheme at:

Tel: 0300 123 1234

Website: [www.accreditationscheme.co.uk](http://www.accreditationscheme.co.uk)

Or the British Assessment Bureau at

Tel: 0800 404 7007

Website: <https://www.british-assessment.co.uk/contact/>



## 11. Points of contact

### Compliance Officer:

Edward Conroy

E-mail:

1. [dmdevelopments09@outlook.com](mailto:dmdevelopments09@outlook.com)
2. [info@ecohomeinsulation.co.uk](mailto:info@ecohomeinsulation.co.uk)

By Post:

D M Developments

Unit 1, The Creamery Industrial Estate

Barnacre

PR3 1GD

### Operations Managers:

Christopher Hamer & Graham Parkinson

E-mail:

1. Chris Hamer:  
[dmdevelopments06@outlook.com](mailto:dmdevelopments06@outlook.com)
2. Graham Parkinson:  
[dmdevelopments21@outlook.com](mailto:dmdevelopments21@outlook.com)

By Post:

Same as Compliance Officer.