

## Complaints Policy

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### Introduction

Our policies, in conjunction with our code of conduct, values and principles set out the expectations of our people to ensure we maintain a consistent standard across the group.

This policy applies to the following companies within the Fusion21 Group;

- Fusion21 Ltd
- Fusion21 Foundation
- Fusion21 Asset Management Ltd

### Purpose

Fusion21 Group welcomes complaints, suggestions and compliments from all of our customers.

Your feedback is important to us, we take all complaints seriously and we would like to know how our services can be improved and to draw organisational learning from complaints raised.

This procedure explains the process for how complaints are handled, and outlines what you can expect should you wish to submit a complaint or provide us with some feedback.

#### **Throughout the complaints process we promise to:**

- Offer prompt action and speedy resolution to problems;
- Adhere to the timescales set out in the complaints process below;
- Record, monitor and analyse complaints – this will help us to examine performance and improve service delivery by identifying recurring problems and rectifying them;
- Ensure our employees understand the importance of a speedy and effective response to complaints from customers.

### Making a complaint

If you are dissatisfied with Fusion21 – or unhappy with any services received from Fusion21 or our staff – you can make a complaint via telephone, in writing, by e-mail or in person.

It is essential you provide the following information when submitting a complaint to Fusion21:

- Name;
- Full postal address;
- Contact telephone number/s;
- Details of the complaint;
- What action you feel should be taken;
- How you would like us to reply e.g. in writing, by e-mail.

## Complaints process and timescales

There are two stages to Fusion21's complaint process:

### Stage one:

Complaints can be made to any member of staff, who will then complete a Complaints Handling Pro- forma (*appendix 1*).

The Complaints Handling Pro-forma will then be passed to a **nominated Manager** who will acknowledge your complaint in writing within five working days. Your complaint will then be investigated with the relevant parties and you will receive a full response within 15 working days.

If it is not possible to deal with your complaint within 15 working days, you will be provided with an explanation for the delay and a revised date by which a response should be expected.

Section B of the Complaints Handling Pro-forma will be completed by the **nominated Manager**. Should you be dissatisfied with the response, you can contact them and request that a **Director** considers the complaint at stage 2.

### Stage two: Appeal to Director

If you are dissatisfied with the response received to your complaint you may appeal to the **nominated Director**. The Director will then review how the complaint was handled – including the appropriateness of the response/solution provided.

**At this stage the outcome of stage 2 is final.**

## Compliments process

We are always happy to receive compliments via the following channels:

### Website

You can get in touch via the contact us section [www.fusion21.co.uk/contact-us/](http://www.fusion21.co.uk/contact-us/)

### Telephone and fax

Main office number **0845 308 2321**

Main fax number **0151 481 3001**

## Face to face

If you would like to talk with a member of staff, please get in touch with us via our website [www.fusion21.co.uk/contact-us/](http://www.fusion21.co.uk/contact-us/) to arrange a meeting.

## Email

Contact us at [info@fusion21.co.uk](mailto:info@fusion21.co.uk)

## Training course evaluation forms

We ask all training beneficiaries to provide feedback at the end of each course via a course evaluation form. The form provides an opportunity to comment on positive aspects of the training, whilst also highlighting areas for improvement.

We monitor all the forms of communication listed above to identify trends in complaints and compliments. Receiving feedback is really important to us and we use the data gathered to improve the services we offer.

All data collected shall be treated in line with the Data Protection Act 2018, the General Data Protection Regulations (GDPR) and all other subsequent legislation.



Dave Neilson, Chief Executive