

## **COMPLAINTS POLICY AND PROCEDURE**

*This procedure shall enable complaints to be made quickly and simply and requires Maxxima to investigate and resolve a complaint in accordance with strict timescales. Subject to any restrictions relating to confidentiality or the 1998 Act the candidate/client will participate with Maxxima by providing the necessary information surrounding any complaint, to enable the complaint to be investigated fully by Maxxima.*

Graham Gough ("the complaints manager") is the designated complaints manager for Maxxima and as such is responsible for managing the procedures for handling and considering complaints. The functions of the complaints manager may be performed by him or by any person authorised by Maxxima to act on his behalf.

Where someone wishes to make a complaint, he may make the complaint to the complaints manager or any other member of the Staff of Maxxima.

A complaint may be made orally or in writing (including electronically) and:

where it is made orally, the complaints manager must make a written record of the complaint which includes the name of the complainant, the subject matter of the complaint and the date on which it was made; and

where it is made in writing, the complaints manager must make a written record of the date on which it was received.

Where the complaint is made in writing it is treated as being made on the date on which it is received by the complaints manager or as the case may be, other member of the staff of Maxxima.

A complaint must be made within -

six months of the date on which the matter which is the subject of the complaint occurred; or

six months of the date on which the matter that is the subject of the complaint came to the notice of the complainant.

Where a complaint is made after the expiry of the six month period mentioned above, the complaints manager must investigate it if he is of the opinion that:

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having regard to all the circumstances, the complainant had good reasons for not making the complaint within that period; and

notwithstanding the time that has elapsed it is still possible to investigate the complaint effectively and efficiently.

The complaints manager will send to the complainant a written acknowledgement of the complaint within 2 working days of the date on which the complaint was made.

Where a complaint was made orally, the acknowledgement must be accompanied by the written record mentioned above with an invitation to the complainant to sign and return it.

*Maxxima shall ensure that the Agency Worker or member of Staff (whosoever is the subject of the complaint) supplied is promptly and fully informed of complaints relating to him and Maxxima will (and will ensure that the Agency Worker will) take demonstrable action to ensure no recurrence of the action complained of (with the exception of complaints regarding Fraud or a Confidential Reference provided by the Authority to Maxxima).*

The complaints manager must investigate the complaint to the extent necessary and in the manner that appears to him most appropriate to resolve it speedily and efficiently.

The complaints manager may, in any case where he thinks it would be appropriate to do so and with the agreement of the complainant, make arrangements for conciliation, mediation or other assistance for the purposes of resolving the complaint, and in any such case the Maxxima will ensure that appropriate conciliation or mediation services are available.

The complaints manager must take such steps as are reasonably practicable to keep the complainant informed about the progress of the investigation.

The complaints manager will prepare a written response to the complainant that summarises the nature and substance of the complaint, describes the investigation and summarises its conclusions.

The response will be sent to the complainant within 20 working days beginning on the date on which the complaint was made or, where that is not possible, as soon as reasonably practicable.

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*Maxxima has a procedure in place for reporting Agency Workers to their professional or regulatory body where there is evidence of malpractice and for monitoring such complaints with the professional or regulatory body. Such complaints will be reported to their professional or regulatory body where appropriate by Maxxima within 24 hours of the complaint being received by Maxxima. Maxxima will be responsible for monitoring and following up such complaints until an outcome is reached.*

*Maxxima, upon receiving poor reports of an Agency Worker's performance in a Confidential Reference written to it by or on behalf of the Authority, shall not assign that Agency Worker to the Authority until the Authority is satisfied that the problems have been resolved and will not recur and has confirmed this to Maxxima in writing.*

*Maxxima will maintain a full written record of the nature and details of each complaint received and the action take to resolve each complaint.*

*Maxxima operates a system whereby every 6 months the complaints manager analyses and identifies any patterns of complaint. If any patterns are found, new systems are put in place to eradicate the underlying reason for this pattern.*

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