



Girlfridayz

Business support to sole trader & SME's

28 Cambria Road
London SE5 9AE

E: girlfridayz@girlfridayz.com

W: <http://girlfridayz.com>

M: 07931089744

Complaints Policy of Girlfridayz

Scope:

Girlfridayz views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
 - To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
 - To make sure everyone at Girlfridayz knows what to do if a complaint is received
 - To make sure all complaints are investigated fairly and in a timely way
 - To make sure that complaints are, wherever possible, resolved and that relationships are repaired
 - To gather information which helps us to improve what we do
- Definition of a Complaint. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Girlfridayz.

Where complaints come from:

Complaints may come from our customers, suppliers, associate, business partners of Girlfridayz. A complaint can be received verbally in person, by phone, text, live support facility, the contact form on our website (<http://girlfridayz.com>), by email or in writing.

Confidentiality:

All complaint information will be handled sensitively, informing the intended party only those who need to know and following the Data Protection Act requirements.

Responsibility:

Overall responsibility for this policy and its implementation lies with Girlfridayz. However, if you are dissatisfied with the responses given. Girlfridayz will pass your complaint to an independent party who volunteer to handle our second stage process of the complaint and will give a timely response within 15 days of them receiving the complaint and our response



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to you. Should you be still unhappy with the response as Girlfridayz is a small business you would need to pass your information and responses given to your local Citizen Advice Bureau which you can provide you with further advice.

Review:

This policy is reviewed regularly and updated as required. Adopted on: 13/07/15 Last reviewed:14/07/16

Code of Good Governance

Complaints Procedure of Girlfridayz

Publicised Contact Details for Complaints:

Written complaints: may be sent to Girlfridayz at 28 Cambria Road London SE5 9AE or by e-mail at girlfridayz@girlfridayz.com.

Verbal complaints: may be made by phone to 07931089744 or in person to any of girlfridayz's, volunteers at 198 Coldharbour Lane London SE5 1QH.

Receiving Complaints: Complaints may arrive through channels publicised above for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded and the person who receives a phone or in-person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Girlfridayz (for example client, Website member, subscriber)
- Inform the complainant that we have a complaints procedure
- Inform the complainant what will happen next and how long it will take at Girlfridayz we aim to provide on the spot solution and resolved our complaint quickly
- Inform where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.



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In many cases, at Girlfridayz a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

If the complaint was not resolved at Stage One, the complaint information should be passed to nominated volunteer within one week and the volunteer should give an answer within 15 working days after throughout investigation conducted, taken appropriate action and give a written answer to the complainant.

On receiving the complaint: Girlfridayz will keep your complaint on your file. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within 7 working days or on the spot if feasible.

Acknowledgement: An acknowledgement of the complaint should inform the complainant who is dealing with the complaint and when the person complaining can expect a reply with an attached copy of this complaints procedure.

Ideally, complainants should receive a definitive reply within a month. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two:

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed by Girlfridayz volunteer where the office address is clearly stated in this policy.

At this stage, the complaint will be passed to Stage Two independent volunteer who handle Girlfridayz complaint. The request to the independent volunteer review should be acknowledged within 7 days of receiving information of complaint and send an acknowledgement of receipt to the complainant. The acknowledgement should say who will deal with the case and when the complainant can expect a reply within 15 days.



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The independent volunteer who receives Stage Two complaints may investigate the facts of the case themselves. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally, complainants should receive a definitive reply within a month. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint and that the decision taken at this stage is final.

If complainant still unhappy with the final decision they can contact their local citizen advice bureau for further guidance.

Monitoring and Learning from Complaints:

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Code of Good Governance:

Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down



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- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g. "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of Girlfridayz, then apologise and offer a remedy as a good will gesture
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review of the code of Governance for Smaller business

For further guidelines about handling verbal complaints,

see Appendix: Resolving Complaints Stage One