



Feedback, Complaints and Improvement Policy

Policy statement:

SIL is committed to providing a high quality of service to its stakeholders. We value their views and aim to make continuous improvements to our services based on the information and feedback we receive.

We welcome both positive and constructive feedback. We treat a complaint as a learning opportunity. We listen to complaints, treat them seriously, and learn from them so that we can continuously improve our service

Our policy is to routinely make people aware of their right to complain or comment on services within SIL.

SIL recognise that concerns regarding our services are a valid means of gaining feedback and improving our service. We will record and respond to these in a timely manner.

Aim of Policy

To ensure anyone who raises concerns, complaints or ideas that will improve the way we work are treated fairly and to ensure that when they do the organisation acts on the information.

Complaints will be monitored and evaluated, to measure SIL services against our Vision, Guiding Principles and quality objectives

Principles of the policy

To ensure the complaints procedure is effective, the following principles are applied throughout the complaints process and provide a framework for communication between stakeholders and SIL staff.

- We will provide a fair and accessible complaints procedure which treats everyone equally and is easy to understand and access.
- We treat all complaints and concerns seriously, whether they are made by telephone, by letter, or by email.
- You will be treated with courtesy and fairness at all times. We would expect, too, that you will be courteous and fair in your dealings with our staff at all times.
- We will treat your complaint, concern or suggestion in confidence.
- We will investigate all formal complaints
- We will deal with your complaint promptly. We will acknowledge receipt of a written complaint within five working days, and we will send you a full reply within 10 working days of receipt. If we cannot send a full reply within 10 working days of receipt, we will tell you the reason why and let you know when we will be able to reply in full.
- We will monitor information and data to establish improvements as an outcome of complaints and report these on an annual basis.
- We will ensure everyone who works for SIL, or who are customers of SIL know who to raise a complaint, concern, or suggestion.
- We will actively encourage people to let us know when things have not worked as well as they should have; or where they have ideas that might improve the way we work.

Relevant documents relating to this policy:

• Complaints procedure
• Complaints register/documents