



Customer Care Policy

Compliments and Complaints

Clear Links aims to deliver and maintain high standards of service to all our users. We will be happy to receive any suggestions you may wish to pass onto us regarding the development of our services.

The purpose of this policy is to ensure that compliments and complaints are properly administered, recorded and acknowledged.

Compliments

Positive feedback is both welcome and useful and can be given informally either directly to the member of staff or to their manager, who will inform the relevant member of staff.

Complaints

If you wish to make a complaint:

Step One: Complaint

You can make a complaint in writing, by email, by telephone or in person:

Clear Links Ltd
The Portergate Building
Ecclesall Road
Sheffield
S11 8NX

info@clear-links.co.uk

0114 278 6866

Your complaint will then be dealt with by the relevant manager at Clear Links. You will be responded to in writing or by the method you have requested, where practicable.

If the complaint cannot be resolved within 5 working days you will be informed that investigation is required. You will receive a response as soon as possible, within a maximum of 15 working days of the complaint being made.

Step Two: Escalation to Continuous Improvement Manager

If you are not satisfied with the response to your complaint, you can contact Clear Links within 20 working days of receipt of response and request for your complaint to be reviewed by the Continuous Improvement Manager.

The review findings will be supplied to you within 20 working days of the receipt of your request for review.

Step Three: Escalation to Managing Director

If you are not satisfied with the review from the Continuous Improvement Manager you can contact Clear Links within 20 working days of receipt of the review and request for your complaint to be further reviewed by the Managing Director.

A report will be supplied to you within 20 working days of receipt of your request for further review.

Step Four: Appeal to Third Parties

If you are a student receiving support:

There is no regulated third party with regard to complaints about Support Worker Services. However you may wish to contact your disability adviser, needs assessor or funding body to discuss your support.

If you are a support worker:

There is no regulated third party with regard to complaints about Support Worker Services.