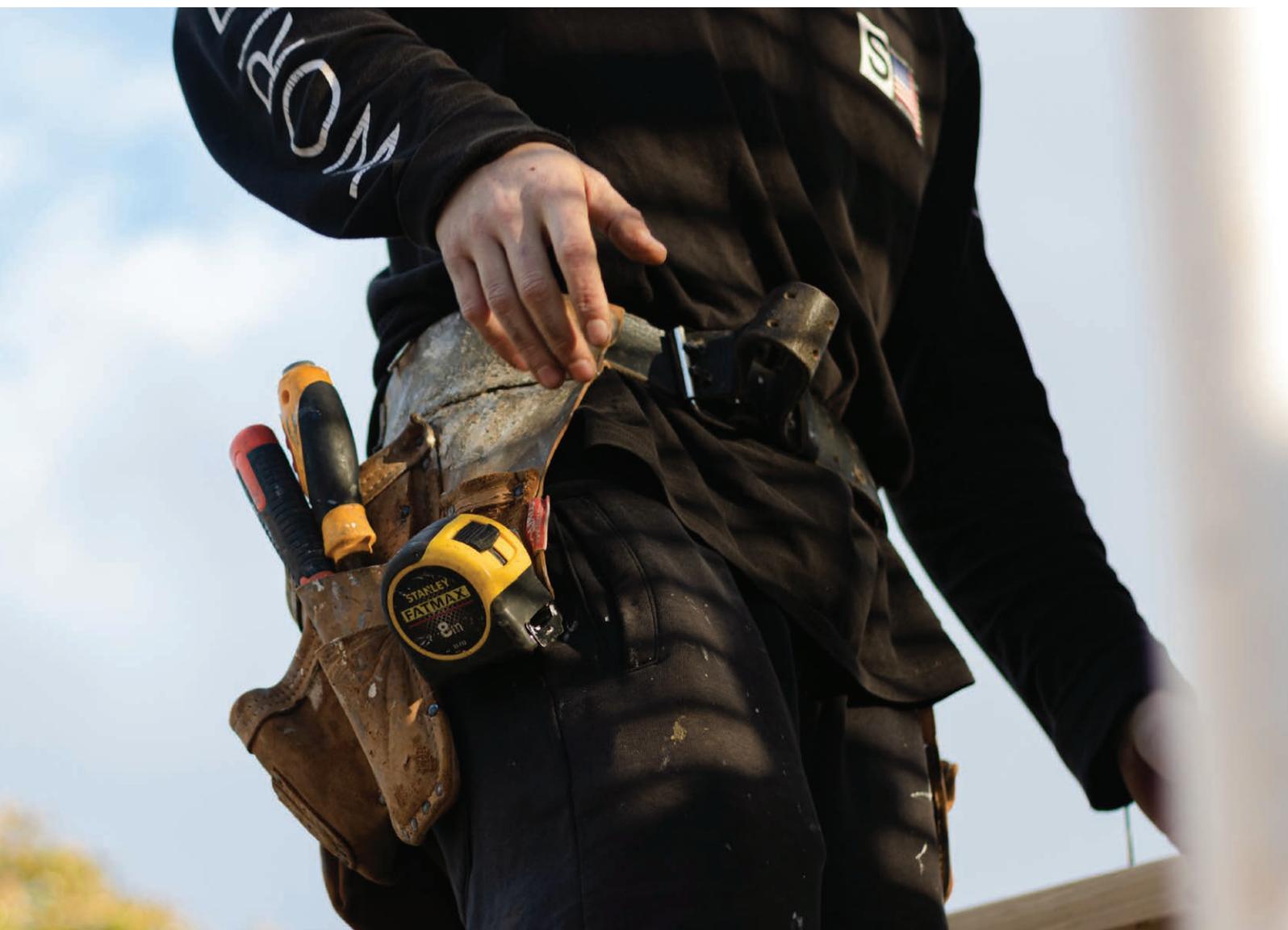




**EMPT**<sup>®</sup>  
Evans Management &  
Property Tradespeople

## **COMPLAINTS PROCEDURE**



# Contents

1. Scope of this Policy .....	2
2. Introduction .....	3
3. The Complaints Procedure .....	3
4. Stages of Complaints Procedure.....	4

## Scope of this Policy

This policy is for those of our clients, including our learners, who may wish to express dissatisfaction regarding our actions, services, and/or the application of our policies. Following our Trustmark approval EMPT, 'Evans Management Property Tradespeople products' will be subject to scrutiny and enforcement by our Scheme Provider.

This policy forms part of a suite of policies, all of which are designed to:

- protect our clients;
- minimise the risk of an Adverse Effect occurring;
- help support us and you in risk management and risk minimisation;
- help ensure we and you comply with all relevant legislation and guidance;
- help improve and refine our products and services

This policy supports staff and subcontractor's compliance with the EMPT procedures. Non-adherence, by our Evans management Property Trades People staff and sub-contractors, to the Trustmark code of practice may constitute Maladministration, Malpractice and / or a breach of the EMPT Limited practice. Such staff must ensure they read and implement our policies carefully.

This policy should also be read in conjunction with: the EMPT Statement of Purpose;

- EMPT Maladministration and Malpractice Policy;
- EMPT Whistle-blower Policy;
- EMPT Alternative Dispute Resolution Policy

This policy covers general and specific policies and the procedures relating to the handling of complaints relating to EMPT.

A separate procedure applies to allegations, see Managing Allegations Policy and Procedure.

## Outcomes

EMPT clients know that their views, wishes and feelings are considered in all aspects of the services they receive; are helped to understand why it may not be possible to act upon their wishes in all cases; and know how to obtain support and make a complaint.

- EMPT® customers understand how to make a complaint if they need to



- EMPT® have a good system for keeping records
- EMPT® staff and sub-contractors understand what to do if they receive a complaint
- EMPT® under the [GDPR](#) have nominated one person who is responsible for recording all complaints
- EMPT® Try to resolve the complaint as swiftly and politely as possible
- EMPT® Customers understand that their unresolved complaints may be able to be listened to by an [Alternative dispute resolution](#) service for consumers

Current and prospective EMPT® service users can make a complaint about any aspect of the service which affects them directly. Records are kept of representations and complaints, how they are dealt with, the outcome and any action taken. These records are reviewed regularly so that the service's practice is improved where necessary.

EMPT® services is managed ethically, effectively and efficiently, delivering a service which meets the needs of its users.

# 1. Introduction ●

---

Under the [Trustmark codes of practice](#) - Evans Management Trades People services should set up to have complaints procedures.



## 2. The Complaints Procedure ●

---

### Elements and Guiding Principles

The complaints procedure contains the following elements.

#### Identification of a Person Responsible to Handle Complaints

Within EMPT a responsible person is defined as a senior member of EMPT staff with no direct line management involvement with or support worker/s involved in the complaint. The responsible people will co-ordinate all aspects of EMPT complaints procedures.

These include:

- Recording the receipt of each complaint;
- Explaining the procedures to parties involved;
- Appointing or advising on the identification of an independent person at each stage of the consideration of a complaint; and;
- Recording the outcome of each stage of consideration of a complaint.

#### Definition of a Complaint and Representation

A complaint for the purposes of this policy is any representation, both minor and major, by a client, staff member or sub-contractor, whether verbal or in writing, relating to dissatisfaction with the service provided by EMPT. This policy does not restrict the nature of the issues a person may complain about. If a person does not wish to complain but feels strongly about a specific aspect of the service, they are welcome to present their views as a representation. The same principles will apply as for complaints and a similar process will be followed.

### Recording Complaints

Oral complaints should be recorded in writing. The written version should be sent to the complainant who may comment on the accuracy of the written version. Any comments received should be considered by EMPT Limited that may then amend their records. In response to the established version of an oral complaint or in the case of a written complaint as soon as it is received the EMPT should send to the complainant an explanation of EMPT's complaints procedure. EMPT will keep a register of all complaints received, which includes details of the complainant, date of complaint, nature of complaint, action taken and outcome of the complaint.

### Identification of Independent Persons

The EMPT responsible individual will identify independent persons to take part in all formal stages of the agency's consideration of a complaint. EMPT staff or persons engaged in any way with the client or support worker involved in the complaint are excluded from acting as an independent person under this complaints procedure. In addition, for the purposes of this procedure, cohabiters and other adult members of officers' families should also be excluded.

Once identified, the independent person should take part in all discussion, which the EMPT Limited holds about the complaint. He or she should be allowed to interview the complainant and any other person involved family members, relevant members of staff -if this is considered necessary to form an independent view. The independent person should be provided with all relevant papers relating to the complaint. He or she should also be given access to any other material, which he or she considers relevant. The independent person should provide written comments to the EMPT.

## Provision for Informal Resolution and Further Perusal

The procedures outline in the next section includes provision for both informal attempts such as negotiation, arbitration and mediation to resolve the complaint and for any complainant to have the matter pursued further if not satisfied with the proposed informal resolution.

## Reprisals

Any reprisals against children or others making a complaint are expressly forbidden.

## Conflict of Interest

EMPT's policy precludes any person who is the subject of the complaint from taking any responsibility for the handling the complaint. This includes complaints against any manager within EMPT. If the complaint is against the responsible person then EMPT will appoint a suitably senior independent person, or persons, to handle the complaint.

## Prompt Referral of Child Protection Issues

If a complaint raises issues relating to child protection, these will be promptly (the same day as the complaint is received and verified) be referred to the relevant LADO and local authority social worker and handled under the agency Child Protection procedures.

## Accessible Formats and Children's Representatives

Simple to understand versions of this policy and procedure can be made available for individuals with disabilities.

## Communication

The complainant will be kept informed about the progress of their complaint and the details of the outcome in an accessible format at the earliest opportunity.





### 3. Stages of Complaints Procedure ●

---

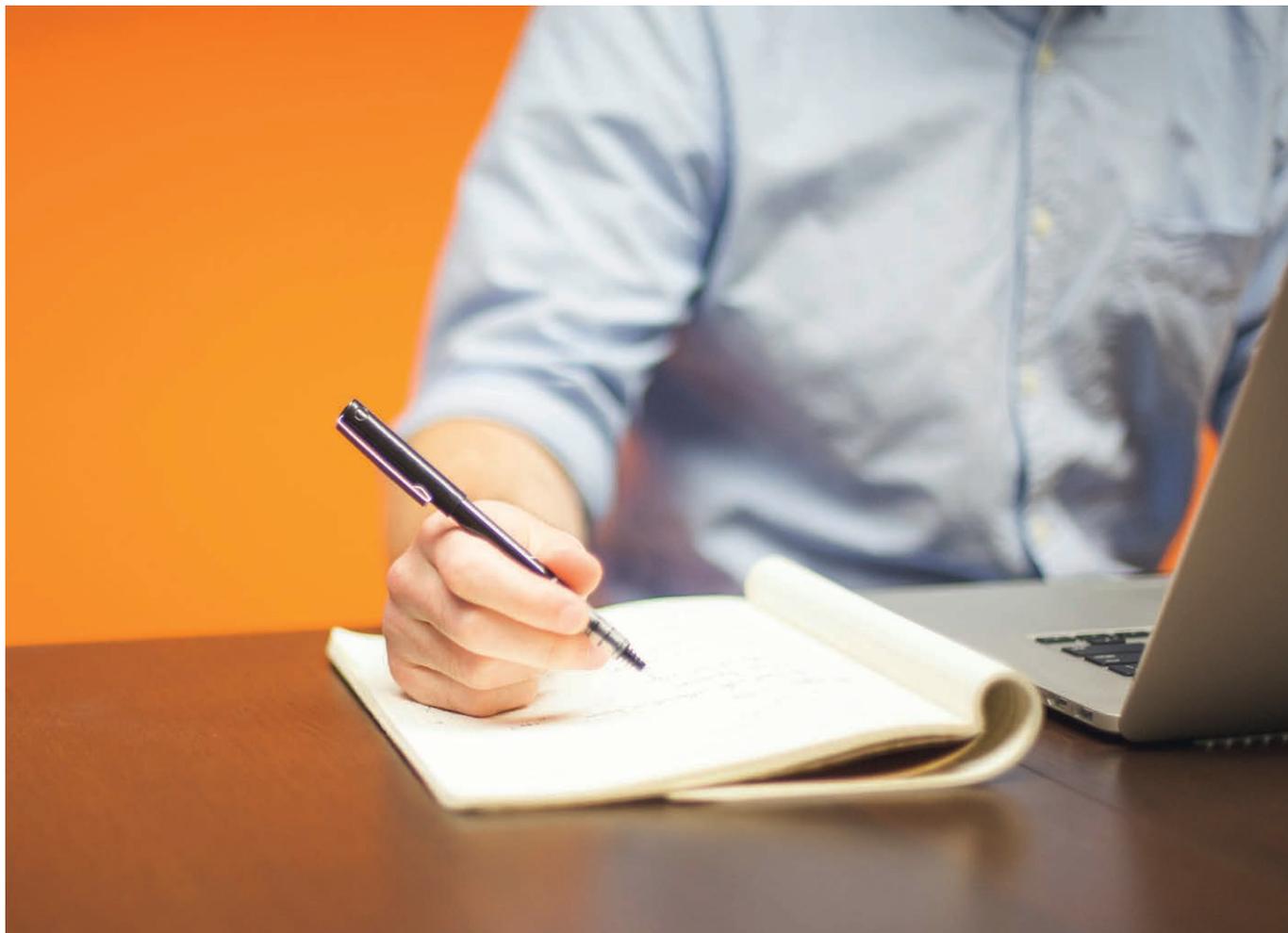
#### **Stage 1 (Informal stage)**

EMPT provides for round-the-clock communication with its clients. It is expected that clients will inform EMPT as and when issues arise, if the problem cannot be resolved informally and the client wishes to take it further, the client will set down the complaint in writing and it will be treated as a formal complaint under stages 2 and 3 below. All EMPT customer are given a copy of this complaint procedure before 'any services are provided'.

#### **Stage 2**

EMPT should consider the complaint and formulate a response within 28 days of its receipt unless the complaint is withdrawn earlier. Before the expiry of the 28 days period the agency should inform the following persons:

- The complainant;
- If different, the person on whose behalf the: complaint was made unless the EMPT considers he or she is not of sufficient understanding or that it might be likely to cause serious harm to his or her health or emotional condition;
- The independent person;
- At the same time, the complainant should be informed of his or her right to ask for their views to be considered, within 28 days.



### Stage 3

3 (a) If the complainant does exercise his or her right and informs the EMPT (in writing and within 28 days) that he or she is dissatisfied, the matter should be referred to a final senior manager. This person should conduct her/his business as informally as possible (This person may not necessarily be the same person who acted as independent person at the first stage).

3 (b) Within 24 hours of this senior manager assessing the complaint - their recommendations and their reasons for reaching such recommendations should be recorded in writing. Notice of this final manager's recommendations should be sent to:

- The Director/s of EMPT;
- The complainant;
- The (original) independent person, if different from the final independent person;
- Any other person whom the agency considers has sufficient interest in the case (e.g., the local authority, TrustMark Scheme Provider).

3 (c) If EMPT cannot sort the complaint out with a EMPT customer, a senior manager, will, provide the person/s complaining a copy of the EMPT ADR (alternative dispute resolution) procedure. (When accredited as a TrustMark service EMPT will discuss each stage 3 complaint with its TrustMark Scheme provider)

### Complaints Comments Form

If you are unhappy about any aspect of the service provided by EMPT Limited, please tell us.

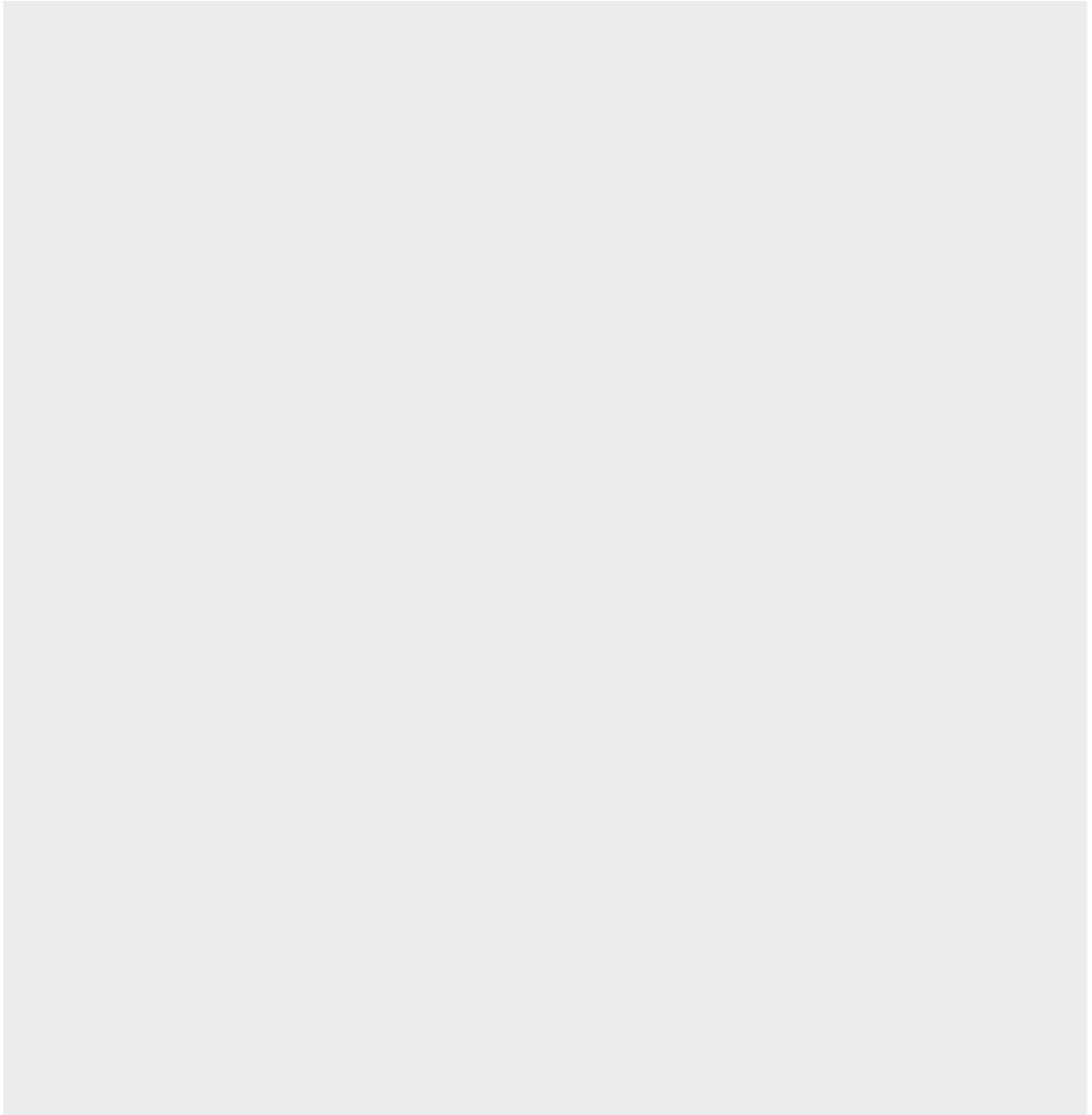
If you wish you can talk directly with EMPT.

You can also tell us by writing to: EMPT Complaints Responsible Person and email. [info@emtplondon.com](mailto:info@emtplondon.com)

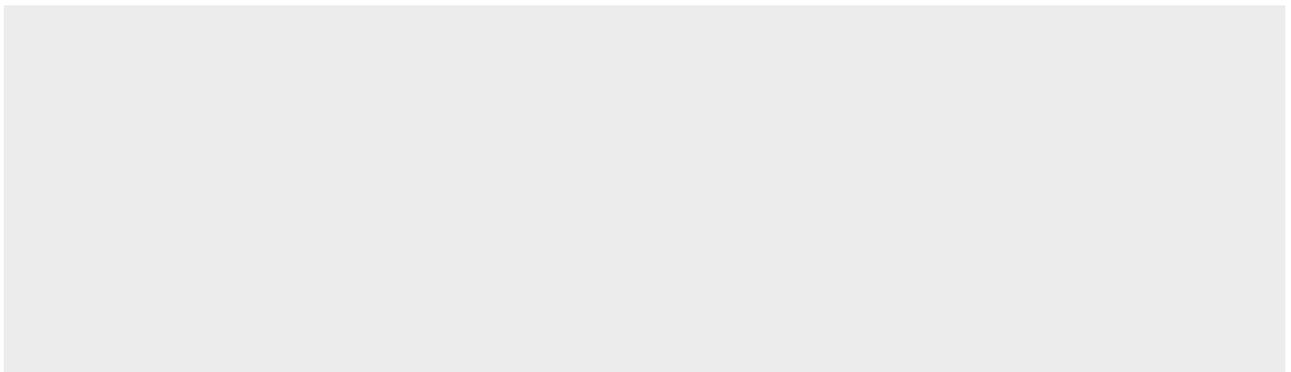
If you wish to do this please give brief details of your complaint, comment, or suggestion in the space opposite.

## Complaints form

Details of your complaint, comment, or suggestion.  
(Include dates, what happened, and names of any people involved).



Your name, address, email, and telephone number.



# OUR SERVICES

Whether you want a general handyman to help you with a few small repairs to your home, putting up shelves, fitting curtain rails, plastering or painting a bedroom, flat pack furniture assembly, we can quickly and efficiently fix most issues.



**Tiling**



**Painting & Decorating**



**Gardening**



**Carpentry & Handyman**



**Plastering & Rendering**



**Cleaning**



**Flat pack furniture assembly**



**Light Removals around the home**

## WHO WE ARE

We have years of experience and tradespeople with a huge variety of skills and experience.

## FAST RELIABLE SERVICE

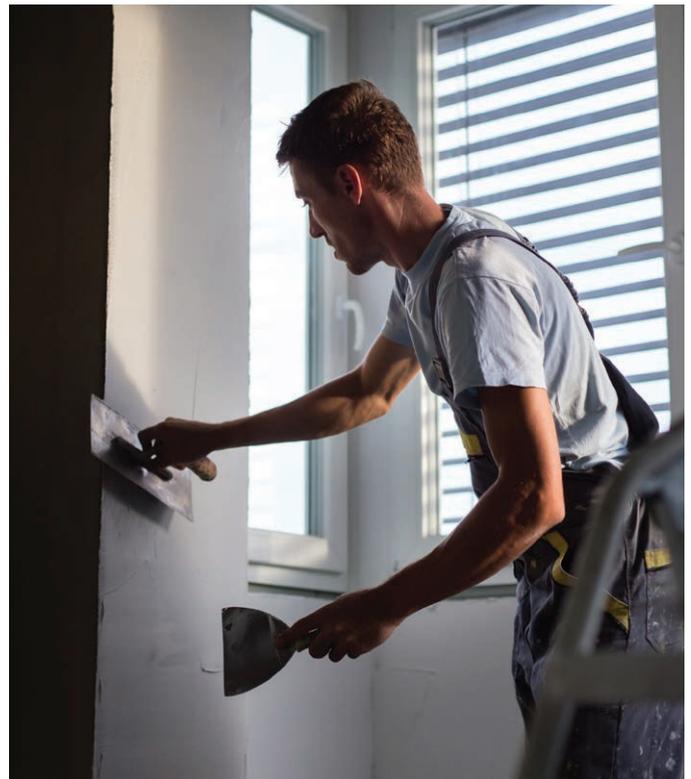
After you have contacted us, and we have agreed we can provide a service you want, we will allocate an appropriate EMPT® tradesperson to do the job as soon as possible.

## VETTED AND REVIEWED

Our aim is to provide a quality service to our customers and all our trades are vetted and are reviewed only by homeowners for whom they have completed a job. EMPT is experienced in providing services to London Councils and safeguard our clients by our safer recruitment strategy.

## BOROUGHES WE COVER

- Bexley • Bromley • Greenwich • Lambeth • Lewisham
- Southwark • Tower hamlets • Westminster



## Contact Us

Telephone enquiries are invited:

Landline: 0208 243 8576 (Leave a message) Mobile: 07769218239 (Text or Call)

Email: [info@evansmanagementpropertytradespeople.com](mailto:info@evansmanagementpropertytradespeople.com)

Website: [www.evansmanagementpropertytradespeople.com](http://www.evansmanagementpropertytradespeople.com)

Monday – Friday between 9.00am and 5.00pm

Evans Management Property Trades People is a subsidiary of EMPT Ltd