



Compliments & Complaints Policy

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1. Scope

This policy applies to all directors, employees and anyone acting on behalf of Dolphin Stairlifts Southwest Ltd, and covers the receipt, recording, investigation and response to compliments, feedback, concerns and complaints from customers and members of the public relating to our services, facilities, staff and contractors.

2. Our Aim

Dolphin Stairlifts Southwest Ltd is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, and by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- making a compliment or complaint is as easy as possible.
- we welcome compliments, feedback and suggestions

- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service.

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly.
- keep matters low-key.
- enable mediation between the complainant and the individual to whom the complaint has been referred.

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

3. Definitions

- A compliment is an expression of satisfaction about the standard of service we provide.
- A complaint is defined as any expression of dissatisfaction; however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

4. Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

5. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

6. Responsibilities

Dolphin Stairlifts Southwest Ltd responsibility will be:

- All complaints received in person: staff should record the complainant's contact details and a clear summary of the issues and desired outcome. Staff should not debate fault or offer explanations on the spot but may ask a small number of essential clarifying questions (for example, where/when the issue occurred, any immediate safety concerns, and the best way to contact the customer). The complaint must be referred to a Director without delay.
- Staff receiving complaint telephone calls should record the customer's name, contact details, a brief summary of the issue and any immediate safety concerns, and refer the matter to a Director for further consideration. Staff are not authorised to investigate, ask leading questions or decide outcomes at this stage.
- All complaints submitted in writing (including by email) will be acknowledged within three working days. Where a full response cannot be provided within that time, we will explain the next steps and expected timescales.
- A Director shall be informed of all complaints and shall ensure that each complaint receives an appropriate response and that any necessary action is taken.
- Each complaint shall be recorded in the Customer Complaint Register.

A complainant's responsibility is to:

- a) raise their complaint as soon as possible after the issue arises (and preferably within 8 weeks), so that we can investigate promptly. We will still consider complaints raised outside this timeframe where reasonable to do so, and nothing in this policy affects any statutory rights.
- b) raise concerns promptly and directly with a member of staff in Dolphin Stairlifts Southwest Ltd
- c) explain the problem as clearly and as fully as possible, including any action taken to date.
- d) allow Dolphin Stairlifts Southwest Ltd a reasonable time to deal with the matter, and
- e) recognise that some circumstances may be beyond Dolphin Stairlifts Southwest Ltd.'s control.

7. Confidentiality

We will treat complaints as confidential and will share information only with those who need it to investigate, respond to and learn from the complaint. In some circumstances we may need to share relevant information with third parties (for example, our insurers, professional advisers, contractors involved in the service, or relevant authorities) where this is necessary to deal with the complaint, address safety concerns or comply with legal obligations. Where we cannot maintain confidentiality, we will explain this to the complainant. We will handle personal data in line with applicable UK data protection law.

8. Complaints Procedure

Written records must be made by Dolphin Stairlifts Southwest Ltd at each stage of the procedure.

Stage 1

In the first instance, a Director must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the member of the public should be advised that a formal complaint may be made, and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably another Director or a member of the Business Support Management Team to make this explanation.

- a) A formal complaint can be made either verbally or in writing. If in writing the attached form should be used. If verbally, a statement should be taken by a member of the Management Team, staff member or a supervisor.
- b) If the complaint is about the staff member receiving the complaint, this must be passed on to staff members manager.
- c) After investigating the complaint. Any conclusions reached should be discussed with the staff member.
- d) The person making the complaint will receive a written response based on the investigation normally within four weeks of the complaint being received. If this is not possible, we will provide an update explaining why and when a full response is expected.

If you remain unhappy after receiving our final response, please let us know what aspect you disagree with and what outcome you are seeking. A Director will consider whether any further review is appropriate. This policy is an internal process and does not affect any statutory rights you may have.

9. Roles & Responsibilities:

- All staff members are required to record the complainant's basic details (name, contact details, the key information provided, and any immediate safety concerns). Staff are not authorised to investigate, ask leading questions or decide outcomes; however, they may ask essential clarifying questions to ensure the issue is understood and can be passed on accurately. The complaint must be referred immediately to the Directors, and confidentiality must be maintained at all times.
- Directors are responsible for overseeing and managing all customer complaints.

Appendix 1

Customer Complaint Register

Date Received	Customer Name	Contact Details	Summary of Complaint	Action Taken	Owner	Date Closed

Appendix 2

Complaint Form

Complainant Details	
Full name	
Address	
Telephone number	
Email address	
Complaint Details	
Date complaint raised	
How was the complaint received?	In person / Telephone / Email / Letter / Other: _____
Description of complaint	

What outcome are you seeking?	
Consent and Confidentiality	
I understand that Dolphin Stairlifts Southwest Ltd will handle this complaint in accordance with the Compliments & Complaints Policy and will treat the matter as confidential where possible.	
Complainant signature	
Date	___ / ___ / ____
Office Use Only	
Complaint reference	
Received by	
Director notified (date)	___ / ___ / ____
Actions/notes	
Date closed	___ / ___ / ____

Please submit the completed form to a Director or the Business Support Management Team.

Revision

Revision History

Revision History	
Date	Details
27.4.26	Sections updated to clarify initial complaint handling (essential clarifying questions permitted; no investigation by frontline staff), acknowledgement vs response timescales, confidentiality/data handling, and late-complaint wording (statutory rights unaffected). 6 - Responsibilities – protocol for taking the initial information. 8 - Complaints Procedure 9 - Roles & Responsibilities



Signed

Dated.....01/06/2026