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First and Last Mile CIC (FLM) takes complaints seriously. Complaints give us the opportunity to put things right and the lessons learned can often influence our practices. We know we are not perfect but seek to demonstrate continuous improvement. That is why we have a Complaints Procedure.

Complaints can be internal or external and though in principle they are all alike we do have a slight difference in process.

Internal Complaints

It could be that one member of staff is complaining about another, for instance. Or it could be a supplier or someone else other than a member of the public. As with all complaints this is allocated to a Director to resolve.

All complaints must be made in writing or by filling in an Accident/Incident form and delivered to a Director. The complaint will be logged in the Incident Log.

The first step of the Director is to garner reports from those directly involved as well as any other parties who can add weight or clarification to such complaints. These can be submitted in whatever way is possible, perhaps by email.

Once all available information is collected the Directors will discuss and resolve on the best course of action, whether that involves changes in role to diffuse tensions, disciplinary action or whatever. Any disciplinary action will be dealt with according to FLM's Disciplinary and Grievance Policy. All actions are communicated to all parties involved in as prompt and timely manner as possible. If the complainant is dissatisfied with the resolution then the matter is transferred to an independent adjudicator agreed by all parties for resolution. Their decision is final and non-negotiable.

External Complaints

Sometimes we can put things right; sometimes we can only explain ourselves and apologise. But we do want to learn from our mistakes. What you tell us helps us to improve our service. It is hoped that customer and third-party dissatisfaction can, for the most part, be remedied on an informal basis. Some people, however, prefer to pursue their complaint on an official footing. FLM therefore, has a structure to ensure that all complaints are handled within the same framework. Further review and independence is also built into the system.

The complaints process is for all complaints or expressions of dissatisfaction from customers and third parties, including partners, funders and individual customers and beneficiaries who have interacted with our services or had dealings with our staff and volunteers.

In the first instance all complaints should be sent by email to info.firstandlastmile@gmail.com. If the complaint is made orally, the person receiving the complaint should report it to the Directors as soon as possible.

Once a complaint is received an acknowledgement email will be sent to the complainant. All complaints which could result in a claim under the FLM insurance policy will be reported to the insurers at the outset; the insurers may require a particular course of action to be taken.

Once investigations are completed, the Directors will consider and respond to the complainant accordingly.

If the complainant is not satisfied with the response, FLM will invite the complainant to attend a meeting to discuss their concerns. The meeting will be attended by the Directors, but not by any individual who is the subject of the complaint. If the complainant is dissatisfied with the resolution, the matter is referred to an independent adjudicator agreed by all parties for consideration.



Flm - Policies Complaints Policy

The Directors maintain a 'Customer Complaints Register' with details and dates of all complaints received, investigative reviews undertaken, and responses given. The Register will also be used to record any feedback (positive or negative) received from the general public or stakeholders.