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First & 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. 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.

The complaints procedure is not designed to handle internal staff complaints which are dealt with under FLM's internal disciplinary and grievance procedures. Nor is it designed to handle and respond to staff or volunteer concerns about practices which give rise to concerns about the quality or safety of services or a situation which has the potential to bring the organisation into disrepute. Staff who raise such concerns have the right to make a protected disclosure (sometimes known as "whistleblowing") and should refer to FLM's [Whistleblowing Policy](#) for more detail.

## Complaints Procedure

In the first instance all complaints should be sent by email to [info.firstandlastmile@gmail.com](mailto: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 respond to the complainant.

If the complainant is not satisfied with the response, FLM will invite him/her 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.

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.



### Document Distribution, Review & Authority

This document is available in the drivers Handbook on the FLM Intranet and on the company website

This policy will be reviewed, approved and endorsed by the Directors.

Name                      Andy Swarbrick

Position                 Director

Signed                    

Dated                     13 Apr 2023