

Rundles.



Complaints process

**Resolve
Together.**
As One Team

Introduction

It is inevitable that, from time to time, businesses receive complaints. As an organisation working on behalf of multiple clients across England & Wales, it is important that Rundles operates a clear, transparent and efficient complaint handling process.

Complaints can be made via multiple different methods, either directly into the business, via a representative or the Client on whose behalf we are operating. Once identified as a complaint it is important that this is investigated thoroughly, impartially and within an acceptable timeframe.

To ensure your Complaint is acknowledged and responded to as quickly as possible please contact us as soon as you feel you have a reason to complain using one of the following methods, attaching any evidence to support your complaint:

- Email: complaints@rundles.org.uk
- In writing: PO Box 1113, Market Harborough, Leicestershire, LE160JF
- Using our Web Submission Form on our website www.rundles.org.uk

Where a customer raises a complaint, expressing their unhappiness with either a process that has taken place or a member of the team they have interacted with, in the first instance, Rundles will always attempt to address the expression of dissatisfaction via a 'Manager's Referral'. This process involves the manager responsible, reviewing the case and where necessary, they will discuss this with the team member, review any Body Worn Video Footage or listen to any telephone recordings available. The manager will then respond via our Customer Service team within 3 working days.

Where this fails to resolve the issue raised, or where the customer does not wish to participate in a Manager's Referral, the following process will then take place.

Stage 1

- The Complaint is registered and allocated to a Customer Service Advisor.
- We will acknowledge your complaint within 2 working days and fully respond within 10 working days (Where this is not possible, for example colleagues to be interviewed being on annual leave or a request for additional supporting evidence from the complainant has been made, the proposed response timeframe will be explained.)
- The assigned Customer Service Advisor will thoroughly investigate your complaint and a response will be issued within the above timescale.

Stage 2

- Where you remain unhappy with the response received from Stage 1, please contact us within 10 working days of the response requesting the case be escalated and explain the reason(s) why you feel this is necessary.
- Your Stage 2 Complaint will be acknowledged and passed to the Customer Service Manager.
- The Customer Service Manager will review your case to ensure we've carried out the correct procedures, and that the decision reached was fair and reasonable.
- This will be completed within 10 working days of the acknowledgement.

Stage 3

- Where the result of Stage 2 does not resolve the complaint for you, please contact us within 10 working days of receipt of the second response, detailing why you feel this is the case.
- A Director will then undertake a review of Stages 1 & 2 and all correspondence and communications to date.
- The Director appointed will aim to respond with their findings and issue a final response within 10 working days.
- At this stage they may invite you to a dispute resolution meeting to discuss your complaint in person. If this is considered helpful, they will contact you to arrange a convenient time, date and location for the meeting to take place. If you wish to be accompanied during this meeting, please let us know beforehand.

Local Government & Social Care Ombudsman

Once our 3 Stage process has been completed, and you still feel that we have not resolved your complaint to your satisfaction, the next step would be to refer you to the [Local Government and Social Care Ombudsman](#). Here you will find information and advice on [how to complain](#) to them.

Alternatively, you can call them on 0300 061 0614 for help and support in making a complaint. Standard geographical charges apply when calling this number. Please refer to their web site for accessibility options and opening times.