



TWISTIN TOTS COMPLAINTS POLICY

Name of organisation: Twistin Tots / Twistin Tikes / Twistin Tinies (thereafter known as "Twistin Tots", the Employer)

This Complaints Policy outlines Twistin Tots' belief and commitment to ensure that customers are 100% satisfied with all of our services and that ongoing improvement is an integral part of its organisation.

The overall aim is to deliver the best service possible and offer continuous improvement at classes and to customers. High standards are fundamental to all work undertaken by Twistin Tots and should be implemented by all staff in their work.

To this effect Twistin Tots will:

- ensure that there is an agreed procedure for customers to make a complain should the need arise
- ensure that actions required as a result of anyone bringing a complaint are implemented swiftly
- ensure that customers are happy with the way their complain is handled
- ensure that the customer feels that their complaint has been dealt with in good time, empathetically and that a satisfactory conclusion has been reached.

Complaints Procedure

1. If a Customer has a complaint

- a. They should in the first instance draw the matter of the complaint to the Class Leader
- b. The Class Leader on all occasions should thank the customer for bringing the matter to their attention; apologise, accept ownership and remain courteous
- c. The Class Leader should note down the particulars of the complaint, including the name, email and phone number of the Complainant on the Complaints Form, so this this can be a matter of record and be stored for reference to monitor future trends / issues
- d. The Class Leader should ask the Complainant what redress they are seeking and if the Class Leader is able to rectify the problem without causing distress to the Complainant or other customers, they should do so immediately, if the complaint is reasonable and justified

2. If the Complaint cannot be rectified by the Class Leader



- a. Details of the complaint, including all particulars, should be noted down, including the name, phone no and email address of the Complainant and passed to Jacqui Davis, Twistin Tots Owner, for further investigation.
 - b. Complainant should be advised of this.
 - c. Relevant questions should be asked to ensure that the details are recorded properly
 - d. Wherever possible, get the Complainant to record the details of their complaint themselves on the Complaints Form (attached as Appendix 1)
3. Once the Complaint is received by Jacqui Davis
- a. Complainant will be contacted immediately to advise receipt of their complaint
 - b. JD to ask the Customer what response they are seeking e.g. repair, replacement, refund or apology and to decide if the request is reasonable.
 - c. Customer to be given a timescale by which JD will respond: timescale will be 3 days for minor complaints and 1 week for more serious complaints.
 - d. Written response to Customer's complaint to be despatched no later than one week after being received by JD, or Customer to be kept informed if there are delays in dealing with their complaint.
 - e. Once complaint has been reviewed and course of action agreed, this should be notified in writing to the Customer.
 - f. Follow up the notification after one week to ensure that the Customer is happy with the way the complaint was dealt with and the outcome.
 - g. Customer to be advised what action is being taken to ensure that the problem does not arise again in the future.



Complaints Form

Date of incident: _____

Name of Complainant: _____

Email of Complainant: _____

Mobile No of Complainant: _____

Class at which complaint Made: _____

Class Leader: _____

Nature of Complaint:

(Please ask Complainant to complete the section below, recording ALL pertinent details – please add additional sheet if necessary)

Date: _____ Signed (by Complainant) _____

Complaint Follow Up Date: _____

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