

# Compliments and Complaints policy

<b>This is the statement of general policy and arrangements for:</b> <u>THE RIGHT TO WORK</u>	
<b>Debbie Lyall (Managing Director) Louise Macmillan (Operations Director)</b> has overall and final responsibility for this policy	
<b>Statement of general policy</b>	<b>Responsibility of:</b>
This policy ensures that all compliments and complaints are monitored and recorded in a standard way. We welcome comments, compliments and complaints and look upon them as an opportunity to learn, adapt, improve and better the service we offer. All feedback will be recognized, acknowledged, listened to and acted upon promptly and fairly where appropriate and necessary.	Debbie Lyall Louise Macmillan
The Right to Work CIC is committed to <ul style="list-style-type: none"> <li>Recognising that comments, compliments and complaints are an important part of service feedback.</li> <li>Ensuring that the procedure is as fair, easy and transparent as possible.</li> <li>Ensuring that the procedure is available to all regardless of age, disability, ethnicity, gender, belief or sexual orientation.</li> </ul>	Debbie Lyall Louise Macmillan
<b>COMPLIMENTS</b> A compliment is any expression of praise or congratulations (for TRTW or a member of it's team) that goes beyond positive recognition. We really appreciate when people take the time to tell us when things have gone well. It is important for us to celebrate success and continue providing quality services. If the compliment is about an individual team member, they will be informed in writing by their Line Manger and a copy kept on their Personnel File.	Debbie Lyall Louise Macmillan
<b>COMPLAINTS</b> A complaint is an expression of dissatisfaction, verbal or written and whether justified or not and which requires further investigation. We will do our very best to correct mistakes and address concerns in a way that is considered satisfactory.	
<b>PROCEDURE</b> Please contact: Debbie Lyall or Louise Macmillan <a href="mailto:management@therighttowork.co.uk">management@therighttowork.co.uk</a>  We will acknowledge receipt of a complaint within two working days. We aim to complete a comprehensive investigation and communicate our findings and where appropriate, actions within two weeks.	Debbie Lyall Louise Macmillan

Signed: * (Employer)		Date:	4 <sup>th</sup> Feb 2026
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