

JIB / ECS Complaints Policy

Our objective is to provide a high standard of service to all our customers. We hope that any problem can be sorted out by discussing the issue with one of our team. However, we recognise that things can go wrong occasionally and if this occurs we are committed to resolving matters promptly and fairly.

In order to address any shortfall in the delivery or quality of our service, we have a complaints procedure which has been designed to give our customers the opportunity to register their complaint and all us to respond.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response.

We will listen to your complaint/s, treat them seriously, and learn from them so that we can continuously improve our service.

We endeavour to put things right for the customer, wherever possible to learn what went wrong and to make sure that we do not make the same mistakes again.

If your complaint is due to ECS registration or the issue of an ECS card that you feel has been issued to you incorrectly please use our ECS card appeals procedure. Our appeals policy is available from our website or we will send you a copy on request.

What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- The standard or quality of service you should expect from us
- The behaviour of our staff in delivering that service
- Any action, or lack of action, by our staff or others engaged on JIB related business

We refer to these complaints as “service complaints”

Our complaints policy does not cover:

- Comments about our policies or policy decisions
- Dissatisfaction or complaints expressed with our policies or decisions about individual cases, funding or requests for legal advice or assistance
- Matters which have already been fully investigated through this complaints procedure
- Anonymous complaints (whether by the omission of name or contact details)

Our standards for handling complaints

- We receive all formal complaints in writing.
- We will treat all complaints seriously.
- All customers will be treated with courtesy, respect and fairness at all times.
- All complaints will be treated in confidence.
- We will deal with your service complaint promptly. We will acknowledge receipt of a written complaint within 3 working days and the complainant can expect to have a full reply within 20 working days. In a few cases we will not be able to send a full reply within 20 working days of receipt, for example if the

complaint is very complex. If this happens, we will tell the customer the reason why, and let them know when we will be able to reply in full, keeping them fully informed of the progress.

- We will not treat any of our customers less favourably than anyone else because of their:
 - Colour or race, this includes ethnic or national origin or nationality
 - Disability
 - Religious or political beliefs, or trade union affiliation

Confidentiality

All complaints received will be dealt with confidentiality and in accordance with the requirements of the Data Protection Act 1998, subject to the need to disclose information as required by statutory authorities and/ or as a result of statutory or legal obligations placed on the ECS.

Resolution

When we get things wrong we will act to:

- Accept responsibility and apologise
- Explain what went wrong and why, and
- Put things right by making any changes required
- Learn lessons from mistakes and change policies and practices where it is proportionate and sensible to do so.

List of lessons learnt

- A full apology, explaining what happened and /or what went wrong.
- Remedial action, which may include reviewing or changing a decision on the service given to an individual complainant
- Provide the service required in the first place (immediately, if appropriate)
- Putting things right (for example a change of procedure to prevent future problems of a similar kind, either for the complainant or for others)
- Training or supervising of staff, or a combination of both

Recording complaints

Complaint details, outcomes and actions taken are recorded by us and used for service improvement. We record all complaints we receive and collate data from them to help us to understand what types of problems are most prevalent, and how well we are doing to resolve them.

Complaints Procedure

Stage 1.

When your written complaint is received we will:

- Acknowledge receipt of your complaint within 3 working days
- Reply to you within 20 working days
- Identify areas where repeated problems are occurring and take steps to improve our service

Stage 2.

If you are not satisfied with the way in which your complaint has been dealt with, you may write to CEO/Chair of the JIB setting out your complaint, how it has already been dealt with and how you are dissatisfied with the response you have had to date.

Making a Complaint

Please make a formal complaint in writing stating clearly what your complaint is, who you have spoken to about it and the reason why you feel that our quality of service has failed.

Your complaint should include:

- Your full name
- Address
- Postcode
- Date
- Where your complaint is about the quality of service you have received regarding an ECS card application you should also include your NI Number and your ECS card Number so we can access your card application details.

We do not accept or consider anonymous complaints

Send your written complaint by e-mail to: complaints@jib.org.uk or by post (marked "Private and Confidential" to The JIB Office Manager, PO Box 127, Swanley, Kent, BR8 9BH



JIB / ECS Complaints Form

Full name _____

Address _____

_____ Postcode _____

NI Number _____ ECS card Number _____

Nature of complaint

Person/s you have spoken to

Full detail of complaint

Requested ideal outcome

Signature _____ Date _____

We do not accept or consider anonymous complaints

Please Note: If your complaint is due to ECS registration or the issue of an ECS card that you feel has been issued to you incorrectly please use our ECS card appeals procedure available from www.ecscard.org.uk

Once completed please send your written complaint by e-mail to: complaints@jib.org.uk or by post (marked "Private and Confidential" to The JIB Office Manager, PO Box 127, Swanley, Kent, BR8 9BH or by post to PO Box 127, Swanley, Kent BR8 9BH