

POLICY

Complaints, Feedback and Compliments

1. PURPOSE

The purpose of this policy is to define the manner in which EPIC Support Services will deal with complaints, feedback or compliments in relation to all of its activities and actions.

2. SCOPE

This policy applies to participants, employees and any other party who wishes to provide any feedback on Epic Support Services' activities and actions.

3. POLICY STATEMENT

EPIC Support Services welcomes complaints, feedback, suggestions and compliments from its participants, employees and the general public and believes that such involvement in the manner in which EPIC Support Services undertakes its activities, benefits EPIC Support Services.

EPIC Support Services will encourage complaints, feedback, suggestions and compliments from its participants, employees and the general public.

EPIC Support Services will deal with complaints, comments, suggestions and compliments in a manner which is prompt, fair to all parties, courteous; confidential and given high priority for resolution and remedy ensuring that there is no retribution for the comments made.

EPIC Support Services will review the complaints, feedback, suggestions and compliments it receives to ensure that they lead to service improvement.

4. RELATED DOCUMENTS
Privacy and Confidentiality Policy and Procedure
Safeguarding for Participants Policy



4. RELATED DOCUMENTS
Complaints, Feedback and Compliments Procedure
Complaints, Feedback and Compliments Form