



SVUK Compliments and Complaints Procedure

SVUK aims to maintain and deliver high standards of service at all times. Any comments on the quality of SVUK services are welcome and will be properly received. Below are the details of our compliments and complaints procedures.

1. Compliments

We welcome compliments and will forward these to the relevant individual and his/her line manager or the Chair of the SVUK Board.

If you wish to register a compliment please e-mail it to jeandriver@svuk.eu or send it in writing to:

Jean Driver
SVUK
4th Floor
36 Park Row
Leeds
LS1 5JL

We will acknowledge the compliment in writing within ten working days.

Monitoring of Compliments

We will monitor all compliments that are referred via this process to a manager and/or the Chief Officer. The outcome of our monitoring will be reported annually to our Board.

Implementation

Please contact Jean Driver if you require a hard copy of this procedure.

2. Complaints

Despite our very best efforts, there may be occasions when you feel that SVUK has not delivered the level of service to which you are entitled and believe you have cause to complain. We aim to deal with complaints fairly and objectively and to ensure that appropriate action is taken to improve the quality of service we provide.

Please note that this procedure should not be used if you wish to appeal against the decision of one of our Panels. Separate procedures for this exist, and you can find them detailed in the appropriate guidance document or obtain them by e-mailing the Verification Services Manager through svukadmin@svuk.eu.

The Process

If you have a problem please contact us by phone at 0113 241 0428 to see if we can settle the matter informally. If that does not resolve the problem to your satisfaction, or you believe that approach to be inappropriate, you may make a formal complaint via e-mail to jeandriver@svuk.eu or send it in writing to:

Jean Driver
SVUK
4th Floor
36 Park Row
Leeds
LS1 5JL

We will acknowledge your complaint within 7 working days of receipt. We will refer it to the relevant manager, who will normally investigate your complaint and respond within 15 working days. If the investigation is likely to take more than 15 working days we will send you an interim reply giving reasons for the delay and a timescale for completion of the investigation.

If you are still not happy with the outcome of the investigation please write to the Chief Officer (or, if you wish to complain about him/her, to the Chair of the Board), explaining why you are not satisfied. We will acknowledge your complaint within 7 working days of receipt. He/she will review your complaint and respond within 15 working days.

This is the final stage of our internal complaints process.

Monitoring of Complaints

We will monitor all complaints that are referred via this process to a manager and/or the Chief Officer. The outcome of our monitoring will be reported annually to our Board.

Implementation

Please contact Jean Driver if you require a hard copy of this procedure.

Confidentiality

Please note that in order to undertake any investigation we may need to disclose your name. We will also record your name in the complaints and compliments monitoring logs, but not in any summary reports prepared for internal or external use.