

Customer Complaint Process

Together with our delivery partners, we aim to provide a great customer experience and provide the very best support to help you find work. If you feel we have got something wrong, or you are unhappy with any aspect of our service, we want you to let us know so we can put it right.

Our commitment to you is that we will:

- always treat you with kindness and respect
- take the time to listen to your concerns and investigate thoroughly and objectively
- send you a written response which addresses the issues you have raised
- let you know what to do if you are unhappy with our response
- take preventative action to make sure the problem does not occur again
- use your feedback to improve our service

How to raise a complaint

Talk to a member our team in your local office about your concerns as things can usually be resolved quickly, or they can be escalated to a local manager. If you'd rather not submit your complaint in person, you can contact us via our Customer Success Centre, and we will pass it on to your provider for investigation:



Freephone **0800 066 8056**



hello@fedcapemployment.org



Fedcap Employment, Customer Experience,
Cleveland Business Centre,
Middlesbrough, TS1 2RQ



www.fedcapemployment.org

What happens next

Your complaint will be passed to your provider, and a written acknowledgment will be sent to you within 2 working days to let you know that the investigation is underway. You may be contacted by the investigating manager for more information to help better understand your concerns.

When you will hear back

A full written response will be issued to you 10 working days from when your complaint was received.

How to escalate your complaint to stage two

If you are not happy with the response, details of how to escalate your complaint will be included in the written response. In the first instance, your complaint will be escalated to a senior manager from your local provider who will review your complaint and issue a written response within 10 working days.

How to escalate your complaint to stage three

If you feel your complaint has still not been resolved, you may contact our Fedcap Customer Excellence Director, details of which will be included in the stage two response. We will need a little more time to undertake a full review of your complaint, so a written response will be issued within 15 working days.

If you remain dissatisfied

We hope to be able to resolve your complaint however if you have gone through each stage of our complaints process and you feel we still haven't got it right, you can ask the Independent Case Examiner (ICE) to consider your complaint. We will provide you with more information and contact details in our final response to you.

If you have any questions

If your question is not answered, please contact our Customer Success Team (details above) or speak to a member of your local team.