

The Complaints Procedure of Salix Finance: How to complain about the service you have received from Salix Finance

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Our Commitment:

Salix takes all complaints we receive seriously.

Salix is committed to the continuous improvement of its services and responding and dealing with any complaints and customer compliments is important as it informs how we improve. The Complaints Procedure has been created to help Salix deal with complaints.

Nolan Principles of Public Life and the values of Salix are paramount and staff dealing with complaints will be honest and open, will explain what they are doing and why and know that they operate in a company where mistakes, if made, will be admitted and action taken to put things right. A no blame culture is required to ensure that mistakes can be identified and rectified. Being open and transparent Salix staff aim to determine all complaints at the initial stage without the need for escalation.

At the same time if Salix has acted properly staff will firmly promote and support the high standards of conduct and service delivery which Salix always seeks to attain.

Types of complaints we can help you with:

Salix recognises that complaints can cover all areas of services provided by Salix. Complaints may cover the quality of the service you have received from Salix or if a service has not been provided and you consider it should have been provided. Salix has responsibility for making decisions that can impact on individuals and organisations in the public sector and you may wish to complain about a decision taken by Salix. Complaints about the way Salix has worked with you may be a source of complaint. The above examples are not intended to be exhaustive but to give assurance to people that Salix understands its responsibility to deal openly, honestly and transparently with any complainant.

Salix is a non-departmental government body and the funding streams provided by government and administered by Salix are governed by the policy decisions of government. If you have a complaint about a government policy that Salix is responsible for, you should write to the relevant Minister and/or to your local Member of Parliament. If you are unsure how to do this Salix staff can offer advice and information.

Some clients receiving funding from Salix have experienced difficulties with contractors appointed to deliver services. Complaints about contractors' work should be directed to the contractor. If you are unsure how to do this Salix staff can offer advice.

How to Complain:

You can make your complaint in writing or by phone:

Email: complaints@salixfinance.co.uk

Complaints Team
Salix Finance
75 King William Street
London EC4N 7BE

Telephone: 0204542 6439

If you have the direct contact details of the member of staff you have been dealing with, you can also email that member of staff or contact them by telephone.

What we need from you:

Salix needs the full details of the issue that you are complaining about. It will be helpful to know:

- The contact names at Salix
- The complaint details, what happened, when, what is the problem
- Your full postal address, phone number, e mail address and how you wish to be contacted

When this information is received staff who are experienced in managing and resolving complaints will contact you.

The complaints process – what happens next:

Salix has a three stage complaints procedure, and the first stage aims to resolve the complaint at the earliest opportunity.

Stage 1 of the Complaints Procedure: Resolving the Complaint

- A member of the complaints team will contact you and seek to understand your complaint and seek to see if an agreed resolution can be reached. You will be contacted within 2 working days of your complaint being received. Your complaint will be acknowledged, and arrangements made to discuss the complaint with you.
- If it is not possible to agree a resolution and the complaint requires an investigation the staff dealing with your complaint will undertake an investigation. Investigations are conducted by the Salix complaints team and they aim to conclude investigations within ten working days. If the issues are complex and more time is needed you will be contacted and it will be explained what is happening, why there is delay in concluding the investigation and advise and agree with you the timetable.
- At stage 1 Salix staff are working with you to actively seek resolution of your complaint and if you are satisfied with the resolution proposed that resolution will be communicated to you in writing and the complaints file will be closed.

If you are not satisfied:

If you are not satisfied with the proposed resolution of the complaint and no agreement has been reached on resolution you should contact the member of staff who dealt with your complaint and request a Review.

Stage 2 Complaint Procedure: Asking for a Review

Stage 2 of the Complaints Procedure is when the person complaining remains dissatisfied with the outcome of Stage 1 and requires a review.

At stage 2 the matter is referred to the Chief Executive or General Counsel who will appoint a senior member of staff, who has had no involvement in the complaint or in the matters complained about to conduct a review.

You will be asked to explain why you are still unhappy with the response you have received and what you would like to happen to sort the complaint out.

The senior member of staff will have 15 working days to conduct a review and when they have completed their review will provide you with their views and their recommendation in writing. That member of staff will have access to all records and will be able to speak to all staff involved to enable them to conduct the review. If the reviewer has recommendations to make to Salix, those recommendations will be made to the Chief Executive and/or General Counsel. The member of staff conducting the review will send a copy of their written review to the you and to the Chief Executive and/or General Counsel.

Stage 3 of the Complaints Procedure: Ombudsman

Complain to the Ombudsman

If you remain dissatisfied following the outcome of the Review you can seek advice from the Parliamentary and Health Service Ombudsman.

Parliamentary and Health Service Ombudsman, Millbank Tower, 30 Millbank, London, SW1 4QP.