



COMPLAINTS PROCESS

1. Introduction

ESAM is committed to ensuring all complaints from Members and Associates are acknowledged, responded to and dealt with promptly. It is also important that ESAM learns from such complaints.

2. Definition

Member feedback: ESAM is keen to receive information from our members/associates, whether expressing satisfaction or dissatisfaction. Any comments or complaints are important in our efforts to achieve continuous improvement and in addressing needs. Such feedback may be communicated verbally or in writing.

3. Applicability

This policy applies to all members/associates of ESAM.

Failure to follow the requirements of the policy may result in investigation and disciplinary action if appropriate.

4. Policy aims

The aim of this policy is to ensure we have a complaints process that is flexible and responsive to the needs of individual complainants. In addition, it emphasises the need to communicate effectively with complainants.

The policy seeks to ensure:

- complainants are listened to and treated with courtesy, empathy and fairness;
- complainants are kept informed of the progress and outcome of investigations into their complaint;
- apologies are given where appropriate;
- action to rectify the cause of the complaint is identified, implemented and evaluated;
- ESAM learns from complaints to continually improve;
- complaints handling complies with confidentiality and data protection policies.

All ESAM members must be familiar with complaints handling processes. This includes details of how and to whom members can make complaints.

5. Responsibilities

The ESAM Management Team are ultimately responsible for service to members within their designated areas, however they may delegate this task.

The member delegated to handle the complaint is responsible for:

- managing the specific complaint;
- ensuring action is taken to address issues raised in complaints and, where appropriate, identifying improvements to processes and procedures;
- ensuring members within their area are aware of, and understand, this Complaints Policy;
- keeping the complainant informed as to progress and resolution of their complaint; and
- ensure all complaints have been logged and notified.
- identifying improvements to processes and procedures.

6. Making a complaint

ESAM is committed to providing its best possible service, but recognises sometimes things go wrong and welcomes feedback in any of the following ways:

By e-mail

esammembership@gmail.com

By Post

Write to:

Ken Brooks
ESAM Chairman
40 Baldwin Avenue
Eastbourne
East Sussex
BN21 1UP

By phone

Ken Brooks – 07971 889864

If you contact us by email or in writing, please provide full details of your complaint

If you contact us by phone, please have the details of your complaint available. We will document the complaint details, but may ask you to submit the complaint in writing to esammembership@gmail.com so your complaint can be logged, and allocate the appropriate committee member to investigate and respond.

If you submit a complaint to a member of the ESAM Committee, please provide them with full details of the complaint and they will document the complaint and submit the complaint for allocation to the appropriate committee member to investigate and respond.

An acknowledgement will be sent within 24 hours (if via e-mail) or 7 working days (if via post).

The committee member allocated will contact the complainant within 2 working days after the acknowledgement of receipt, as further details may be required to investigate the complaint.

After the first contact, the complainant can expect a response in writing within 10 working days. If the complaint cannot be resolved within this time frame, the complainant will be given regular updates on the progress of the investigation.

7. Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act (2018).

No confidential information relating to complaints will be disclosed to any third party without the prior consent of the parties to the complaint.

8. Committee Member Responsibilities

All committee members are responsible for working to resolve issues raised.

Committee members must:

- take time to listen and ensure they fully understand the concerns of the complainant, which may mean asking for clarification where elements are unclear;
- assure the complainant that ESAM welcomes complaints as a means of enabling our service to improve;
- contact the committee Chairman if any issue is serious or cannot be readily resolved in a reasonable timescale;
- document all complaints;

The committee member responsible for investigating the complaint must:

- ensure the complainant is responded to within the timescales set out above;
- maintain an accurate record (with dates) of all communications with the complainant;
- document the original complaint and other relevant information;
- document the issues considered;
- document decisions or actions taken; and
- keep copies of responses and other information collected during the investigation.
- Pass all information to the committee to be registered on the official log.

9. Responding to a complaint

Any written response to a complaint must include a summary of the investigation findings and actions taken to resolve the problems.

A response to a complaint will be sent as soon as practicable. ESAM expects that this will normally be done in less than 10 working days.

If a response is not provided or resolution of the complaint is not achieved within the deadline or agreed timeline, the complainant must be notified and a new date for resolution indicated.

10. Escalation process

Should the complainant remain dissatisfied with the outcome of their complaint, they should first escalate to the ESAM Chairman; if still dissatisfied the complainant should be advised that their final point of escalation is the IAM RoadSmart local representative.

If the representative considers there is no grounds for appeal the complainant will be informed of this decision in writing within 10 working days.

If the representative considers there is valid grounds for appeal this will be investigated as appropriate.

The representative will inform the complainant in writing of the outcome of the investigation within 10 working days. If for any reason the investigation continues beyond this deadline, the complainant will be informed of the reason for the delay and when they can expect a decision.

11. Learning from Complaints

Complaints identified with corrective action should follow the corrective action procedure to prevent recurrence and to support continuous learning from customer feedback. Feedback and trends from complaints will be used to advise recommended service improvements and development.