

# Customer Complaint Policy

HETA is a responsive organisation guided by a set of core values. We welcome comments and complaints and are committed to dealing with them fairly and effectively. While we always want to get it right first time, complaints can be a valuable part of quality improvement. HETA sets high standards and we want to know if we fall short of achieving them.

HETA will:

- Welcome complaints as a valuable means of quality improvement and improving service delivery
- Make a distinction between informal complaints, where we can resolve the issue quickly and formal complaints which need to be looked into
- Deal with all complaints fairly and effectively, providing explanations and resolution
- If a complaint is upheld, put preventative action in place so that the issue does not reoccur
  - Promote the Complaints Policy and look for ways for the people who use our services to use it
  - Ensure that staff are familiar with the policy and can explain it to people who want to make a complaint
  - Keep our policy and procedure under review

If you want to make a complaint please ask a member of staff for our complaints policy or contact us via our website [www.heta.co.uk](http://www.heta.co.uk), or ring 01482 826635

An acknowledgement of receipt of any formal complaint will be forwarded within three working days from the date of receipt. The complainant will receive a full response from HETA within 10 working days of receipt, following an investigation of the complaint. Anyone not satisfied with the response received from HETA, may advise us in writing again and the complaint will be referred to HETA's Board of Directors for further investigation. A response will be forwarded within 28 days of receipt of the second formal letter.

Chief Executive Officer  
HETA Ltd  
Dansom Lane  
Hull  
HU8 7LA

*Iain Elliott*  
27/3/19