 

**P&P#:** **51**

**Title:** **Complaints**

**POLICY**

ShopMobility UK is a consumer-led organisation and is part of the charity Driving Mobility. If complaints are received, they are taken very seriously and investigated fully. Two types of complaint may be made about ShopMobility:

1. Complaints about services delivered by an Individual ShopMobility Scheme
2. Complaints about services delivered by ShopMobility UK

In both cases there is an escalation procedure. ShopMobility UK is a membership organisation and committed to resolving complaints as rapidly as possible and will always attempt to do so in a consultative fashion, taking into account all facts and opinion including the testimony of witnesses, employees, volunteers and clients in a fair and even-handed manner.

**PROCEDURE**

1. Complaints about services delivered by an Individual ShopMobility Scheme

All ShopMobility UK Member schemes have a published complaints procedure which will be prominently displayed for customers to view. All of these local procedures will seek to resolve the complaint at a local level, which might include the escalation of the complaint for the consideration of the senior management, or trustees, of the Scheme. If this process fails to resolve the complaint to the satisfaction of the complainant, then the complaint should be registered with the ShopMobility UK office, and the following procedure will be initiated:

* Complaints received by the ShopMobility UK office will be logged and referred to the Chief Executive of parent body Driving Mobility.
* The Chief Executive will gather both oral and written evidence. They will then discuss the complaint with the Scheme Manager concerned and ascertain that the complaint has been correctly processed through the local (Scheme) complaints management system. If the Scheme chooses to escalate to Driving Mobility as the parent body, the Chief Executive will request ALL available directly related documentation from the Scheme, if necessary, obtaining written permission from the complainant. They will then review the case, speak with the complainant and with staff as necessary and come to a conclusion. This conclusion will be communicated appropriately, and the case closed.
* If the Complaint is such that there is a residual concern that further action is needed, then the Chief Executive will refer it to the Board of Driving Mobility through their Complaints sub-committee. The Board will then consider the sub-committee recommendations on the case at their next scheduled meeting and agree a way towards bringing the complaint to closure.
* If there are residual doubts as to closure, or if threats are made by the complainant, then the case should be referred directly to the Driving Mobility Board and any stakeholders who might be affected should be informed. The Board will in this case make a final decision as to how to proceed and close the case.

2. Complaints about services delivered by ShopMobility UK

* For such complaints the Chief Executive of parent body Driving Mobility will gather what evidence is immediately available and will as soon possible contact the complainant, preferably by telephone or in person in the first instance.
* Having sought as much information about the complaint as it is possible to obtain from the complainant, consideration will be given to the evidence and further information sought from any other available source.
* An attempt at resolution will then be sought.
* If this is unsuccessful then an escalation to the Board for their consideration will take place and the complaint will be discussed at the next scheduled Board meeting and a way forward agreed.