

1.0 COMPLAINTS POLICY, PROCEDURE AND PROCESS

The Asbestos Removal Contractors Association (ARCA) is committed to providing a high quality, transparent and accessible service to everyone ARCA deals with. In order to do this, ARCA needs you to tell us when ARCA get things wrong. ARCA want to help resolve your complaint as quickly as possible.

ARCA handle any expression of dissatisfaction with our service, which calls for a response, as a complaint. ARCA listens to your complaints, treats them seriously, and learns from them so that ARCA can continuously improve its service.

2.0 WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction, whether justified or not.

This ARCA policy covers complaints about:

- the standard of service you should expect from ARCA; or
- 'maladministration' e.g. if ARCA have delayed, made mistakes or failed to follow the procedures; or
- failed to give you access to information or have given you incorrect information; or
- the behaviour of ARCA staff in delivering the services; or
- any action, or lack of action, by ARCA staff or others engaged on ARCA business.

2.1 How do I make a complaint?

2.1.1 Stage one

If you are not happy with the service you have received, and ARCA are unable to resolve your complaint informally, please send your complaint in writing to the Quality Manager within three calendar months of the decision or action to which the complaint refers. Please tell us:

- a. what happened;
- b. when it happened;
- c. who dealt with you; and
- d. what you would like ARCA to do to put things right.

Also, tell ARCA if there is anything that ARCA needs to know about how to contact you.

ARCA aims to settle complaints as quickly as possible. You will receive a written response to your complaint at stage one within 10 working days of ARCA receiving it.

2.1.2 Stage two

If you are not satisfied with the response you receive, you can take this further by writing to the ARCA Chief Executive. You must do this within four weeks of receiving ARCA's response to stage one. If you do not do this within this time frame, ARCA will consider your complaint dealt with.

2.1.3 Stage three

If you are not satisfied with the ARCA Chief Executive's reply, you can refer your complaint to the Chair of ARCA's Governing Council, but must do so within four weeks of receiving your response following stage two, otherwise we will consider your complaint dealt with. The ARCA Chair will respond to you in writing within 20 working days. The decision of the ARCA Chair is considered final.

3.0 YOUR PERSONAL INFORMATION

If you use ARCA's complaints procedure, you are agreeing that ARCA can use any personal information you send to ARCA for purposes connected with your complaint. ARCA may also give your personal information to other people and organisations if ARCA have to do so by law or if you have given us permission. The ARCA data protection policy can be found on the ARCA website.

4.0 EQUALITY AND DIVERSITY

ARCA is committed to equality and diversity and take complaints about discrimination seriously. ARCA's approach to equality and diversity is set out in its Equality and Diversity Policy. All complaints, in relation to discrimination will be under this policy.

5.0 GETTING IN TOUCH

You can contact the ARCA Quality Manager, Chief Executive, or Chair of Governing Council at:

ARCA
Unit 1, Stretton Business Park 2,
Brunel Drive,
Stretton,
Burton upon Trent,
STAFFORDSHIRE
DE13 0BY

Website: www.arca.org.uk

Phone: 01283 566467

Email: info@arca.org.uk

6.0 POLICY REVIEW

This policy was reviewed in January 2019 and will be reviewed in January every year.

This policy will be reviewed earlier if ARCA has reason to believe that the circumstances have changed such that this policy is no longer fit for purpose.

Signed: **Name:**

Job Title: **Date:**