

Healthyliving Award Complaints Procedure



The complaints procedure comprises a number of stages and can be used for complaints relating to the delivery of the Healthyliving Award and quality of service, or any other matters relating to the Award.

Please note that there is a separate procedure for complaints from Applicants relating to an assessment visit or quality assurance outcome; information on the Appeals Procedure can be obtained by contacting the Healthyliving Award Administrator or from the project website (www.healthylivingaward.co.uk).

If something goes wrong in your dealings with the Healthyliving Award we would like to hear about it and we will try to put it right as quickly as possible. If you remain dissatisfied, the procedure outlined below sets out the steps that will help resolve the matter.

The procedure is split into two parts; the first section deals with comments or a complaint about an award-holding establishment and the second section deals with comments or complaints about the management or delivery of the Healthyliving Award.

1. Comment or complaint regarding an award-holding establishment

It is easy for customers to comment and feedback about award-holding establishments, for example, using comment cards within the establishment, by email, telephone and the project website.

Should you wish to make a comment or suggestion about an award-holding establishment you should be able to do so, either by filling in a comment card or by speaking with the Catering Manager or Head Chef in the establishment.

However if you would like to make a complaint regarding an establishment's ability to hold an award you should contact the Healthyliving Award Project Manager directly, using any method that is convenient for you – in person, by phone, email, fax, in writing or on audiotape. The address is given at the end of this document. Once your complaint has been considered we will take appropriate steps to resolve the problem and do our best to prevent it happening again.

All complaints are handled in line with the following procedure.

Procedure

- Once a customer complaint is received by the Project Manager the customer will be informed as soon as possible, and within 1 week of receiving the complaint, that their complaint is to be fully investigated.
- The Project Manager will consider the complaint and decide on the appropriate course of action, for example, a quality assurance visit may be required.
- If the severity of the complaint warrants a quality assurance visit, it will be carried out as soon as possible, and within 2 weeks of receiving the customer complaint. The Quality Assurance Inspector will be made aware of the nature of the complaint prior to visiting.

- The customer will be notified of the outcome of the investigation as soon as possible, and within 2 weeks of appropriate action being taken.

Therefore, customers should be informed of the outcome of their complaint within 4 weeks of the complaint being received.

If after our response the complainant is not satisfied or feels that the procedure has not been followed, they have the right to appeal the decision by submitting a written notice of complaint to the Appeals Board, Healthyliving Award, Consumer Focus Scotland, Royal Exchange House, 100 Queen Street, Glasgow, G1 3DN, within 14 days of receipt of the initial complaint decision.

The Appeals Board is an independent group, which will conduct an investigation, and shall inform the complainant of the outcome of the investigation within 30 days of receipt of notice of complaint. The Appeals Board's decision is final. During the continuance of any complaint the Awarding Body's original Award decision will stand.

2. Comment or complaint relating to the delivery of the Healthyliving Award

Should you have a comment, suggestion or complaint about the management or delivery of the Healthyliving Award you should contact the Healthyliving Award team using any method that is convenient to you— in person, by phone, email, fax, in writing or on audiotape. Once we have considered your complaint we will take appropriate steps to resolve the problem and do our best to prevent it happening again.

Informal procedure

Complaints can often be resolved quickly and informally and we will aim to do this whenever possible. If you have already been dealing with someone on the Healthyliving Award team, you should start by contacting that person and putting the problem to them. If your complaint relates to a member of the Healthyliving Award team then you should direct your complaint to the Project Manager.

Formal procedure

If the matter cannot be resolved and you would like to make a formal complaint, you should contact the Project Manager. The Project Manager will acknowledge your complaint within 3 days and will carry out a full and fair investigation, informing you of the outcome of the investigation within 2 weeks.

If the complainant does not find the Project Manager's response satisfactory or feels the procedure has not been followed, they have the right to appeal the decision by submitting a written notice of complaint to the Senior Director of Consumer Focus Scotland, Royal Exchange House, 100 Queen Street, Glasgow, G1 3DN, within 14 days of receipt of the initial complaint decision. This will be handled in line with Consumer Focus Scotland's complaints procedure.

Healthyliving Award,
Consumer Focus Scotland,
Royal Exchange House,
100 Queen Street,
Glasgow G1 3DN.

Tel: 0141 226 5261 Fax: 0141 221 9695
Email: enquiries@healthylivingaward.co.uk
Web: www.healthylivingaward.co.uk