



PERFORMANCE
— N I N J A —

Innovatus Leadership Consulting Limited

COMPLAINTS POLICY

This policy has been written to provide a framework by which any complaints about our business may be dealt with. Innovatus Leadership Consulting Limited are committed to learning and improving practice as a result of any complaints that are received, and to creating a platform whereby complainants know that they have been heard and understood.

PerformanceNinja is the trading name of Innovatus Leadership Consulting Limited.

This policy was adopted in February 2021.

Our policy is to:

- provide a clear, easy and fair procedure for anyone wishing to make a complaint
- ensure our stakeholders are aware the policy exists and how to access it
- to create a platform such that our Directors know what to do if a complaint is received
- investigate complaints fairly and in a timely manner
- deal with it promptly, politely and, when appropriate, confidentially;
- respond appropriately with an explanation, or an apology where we have got things wrong, or information on any action taken etc
- gather information which helps us to improve what we do

We recognise that some concerns will be raised informally, and as such we aim to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

An informal approach is appropriate when it can be achieved. We believe that by taking informal concerns seriously at an early stage, this will reduce the likelihood of them developing into formal complaints. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

RESPONSIBILITIES

The Directors of Innovatus Leadership Consulting Limited have a legal responsibility to act only in the best interests of the organisation, and as such commit to this policy and to the development of sound procedures to ensure we implement it well.

The Directors of Innovatus Leadership Consulting Limited define a complaint as any expression of dissatisfaction, whether justified or not, about any aspect of our our work including our administration, staff, processes or services that fail to meet an individual's expectations.

Our policy covers complaints about:

- the standard of service you should expect from us
- our behaviour in delivering that service
- any action, or lack of action, by our staff or others engaged in our work

Our complaints policy does not cover:

- comments about our policies or policy decisions
- matters that have already been fully investigated through this complaints procedure
- anonymous complaints

COMPLAINTS HANDLING PROCEDURE

We want to make it easy for you to contact us and to provide feedback or make a complaint.

In the first instance, if you are dealing with a member of staff or subcontractor and you wish to complain, then please speak to them directly. It may be possible to resolve the issue immediately.

If you are unable to gain satisfaction, please email rich@innovatus.org.uk outlining the detail of your complaints.

On receipt of a complaint Rich or another director will undertake to contact you within two working days of receipt. If you provide us with a telephone number and/or email address we will contact you by either of those means to discuss the matter further and to officially record all necessary details. It is our hope that most issues will be resolved immediately, however, where an issue is more complex we will need to investigate further.

The Director who receives your complaint will:

- Record full details
- Record the complaint in our Complaints Register
- Note down your relationship with Innovatus Leadership Consulting Limited, eg, client, supplier or other third party
- Take all necessary steps to investigate the matter
- Contact you again within 15 working days of receiving the complaint to advise you of our findings or to give you an update on progress
- Continue to keep you informed until the matter is resolved to your satisfaction or until all appropriate steps in our reasonable opinion have been taken

Directors will handle all complaints.

Innovatus Leadership Consulting Limited
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Registered in England 11153789

Resolving complaints

We commit to address each complaint fairly and professionally acting sensitively and without bias through the process.

We accept that people are entitled to their own views and opinions and that these should be respected. However, we will not tolerate abusive and/or discriminative behaviour towards our staff, sub-contractors or associates, and may decline to investigate a complaint further in such circumstances.

Limitations

Due to the size of our business we are unable to offer a two stage resolution procedure, but want you to know that we are committed to providing outstanding service at all times as such if you do feel the need to complain we will take this seriously.

Review of this Policy and Complaints Received

This policy will be reviewed by the Directors every 12 months and any complaints received will be brought before the Board for review at our Board meetings. Through this process of regular review we aim to improve our practices and learn vital lessons within our organisation.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason.

Innovatus Leadership Consulting Limited may use external consultants and/or mediators at any point in this procedure if felt appropriate.