



## Customer Charter Policy Statement

### Our Aim

Espria is committed to providing quality customer service and to working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- recognise that all service users, agencies and organisations
  - have the right to raise concerns or complaints about our services
  - have access to clear information on how to voice complaints and concerns
- concerns and complaints procedures are open to everyone who receives or requests a service from Espria and/or people acting on their behalf
- we deal with and investigate all complaints promptly, politely and, when appropriate, confidentially
- investigate the complaint fully, objectively and within the stated time frame
- notify the complainant of the results of the investigation and any right of appeal
- inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures
- we will keep a register of all complaints, which will be reviewed regularly by the Board of Directors

### Introduction

Espria strives for high standards in service delivery and welcomes feedback from individuals, users of our services, stakeholders, and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work.

### Objective

The objectives of the Espria complaints policy and procedures are to:

- Ensure everyone knows how to make a complaint and how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Provide individuals with a fair and effective way to complain about our work

### Definition of a complaint

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel Espria has:

- Failed to provide a service or an acceptable standard of service or made a mistake in the way the service was provided
- Failed to act in a proper way
- Provided an unfair service

### **Complaints Procedure**

Espria aims to settle the majority of complaints quickly and satisfactorily. Complaints may be made verbally, by email to [customerrelations@espria.com](mailto:customerrelations@espria.com) or in writing. When a complaint is made verbally, there may be a need for the Lead Investigator to contact the complainant to confirm the details and background of the complaint.

There are two stages to the complaint's procedure:

- Stage One - investigation
- Stage Two - appeal

### **Stage One - Investigation**

All complaints will be investigated by a Senior Manager within Espria. If they need to meet with the complainant, they will do so within seven working days of receiving the written complaint.

Complaints will be fully investigated, and a written response provided to the complainant within 5 working days.

### **Stage Two -Appeal**

If the complaint cannot be resolved to the complainants' satisfaction at stage two, or if the manager feels that the complaint is very serious, or concerns a service leader, it will be referred to a Director.

The Director will acknowledge receipt within three working days, they will review the Stage Two investigation and recommend one of the following actions within ten working days {from the date the complainant stated they wanted to take the complaint to stage 3):

- Uphold the action taken at Stage Two
- Make changes to the Stage One recommendation/actions

The complainant will be informed in writing of the outcome of stage three, the decision reached about this complaint will then be final, but other options available to the complainant {as listed below) should be detailed in the letter

### **Data protection**

To process a complaint, Espria will hold personal data about the complainant, which the individual provides, and which other people give in response to the complaint. We will hold this data securely and only use it to address the complaint. The identity of the person making the complaint will only be known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation is applied, or allegations are made which involve the conduct of third parties.



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