

## Feedback

We encourage feedback on our policies, procedures, services and performance, both positive and negative. We welcome your views on your experience of dealing with us or your opinion on any aspect of our service.

## Complaints

We consider a complaint to be *an expression of dissatisfaction about any aspect of our service by a member of the public who has been directly involved in the service complained of.*

Complaints can be:

- a. Legal - These are complaints relating to legal decisions made by 1CDM Ltd.
- b. Service - These are complaints relating to the way in which we have conducted ourselves.
- c. Mixed - These are complaints containing both legal and service issues.

### Feedback Procedure

#### How do I provide feedback?

Anyone can provide feedback to the CPS and there is no time limit for doing so.

You can provide feedback to us in the following ways:

**Website:** You can provide feedback through our website via the online Contact Form

### Complaints Procedure

#### Who can make a complaint?

A complaint can be made directly by the individual concerned or on their behalf by a nominated representative such as a family member or friend, support group, solicitor or other professional. If you nominate a representative to complain on your behalf, you will need to give permission in writing for the representative to act for you. We will liaise with the representative and treat them as if they are the complainant.

The complaints procedure is made up of two stages. Stage One and Two apply to Legal and Service Complaints

## How to raise a complaint ?

**Website:** You can raise a complaint through our website via the online Contact Form

## What are the stages in the complaints procedure?

### Early resolution

Many individuals who are dissatisfied with the service that we have provided want someone to review their concerns as quickly as possible. The initial step is to contact the local office in order that the complaint might be resolved informally. It may be possible for the cause of dissatisfaction to be resolved immediately and we will aim to do so by providing an explanation, apology or other appropriate outcome within three working days.

If we cannot resolve your concerns satisfactorily you may wish to pursue a formal complaint.

### Stage one

Complaints at Stage One will be formally recorded and managed by our team . The complaint will be directed to the relevant manager responsible for the subject matter of the complaint. They will look into your complaint and reply within 7 working days. Where it is not possible to complete the investigation, and provide a response within that timeframe, we will write to you providing the date by which we hope to reply.

### Stage two

If you remain dissatisfied with the response received at Stage One you may refer your complaint to RECC and follow their complaint procedure by clicking on the link below :

<https://www.recc.org.uk/consumers/how-to-complain>