

Complaints Policy of TAG Group

TAG Group views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint

To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint

To make sure everyone at TAG Group knows what to do if a complaint is received

To make sure all complaints are investigated fairly and in a timely way

To make sure that complaints are, wherever possible, resolved and that relationships are repaired

To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect TAG Group

Where Complaints Come From

Complaints may adress:

| Area | Example | Who | How |
|--|--|---|---|
| Facilities | Room temperature, missing documents,, logistics, | Trainer/coach | In person, by phone or email |
| Trainer/coach/ other workshop participants | Behavior, competence | Partner of TAG | In person or per email |
| Workshop contents | Does not meet requirements | Partner of TAG | Per email with added example as attachement |
| Dispute | Disagreement with decisions made by board of TAG | Partners TAG LVSC (www.lvsc.eu) | Per written letter including example |

A complaint can be received verbally, by phone, by email or in writing.



Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the management committee.

Review

This policy is reviewed regularly and updated as required.

Adopted on January 1 2011 Last reviewed February 10 2016

Complaints Procedure of TAG vof Publicised Contact Details for Complaints:

Written complaints may be sent to:

TAG Group

Zwarteweg 10

1412 GD, Naarden

The Netherlands

or by e-mail at info@tag.nl

Verbal complaints may be made by phone or in person to any of TAG vof's staff, volunteers or trustees at our office or at any of our events or activities.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.



Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to any of the partners of TAG Group.

The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The person who receives Stage Two complaints may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review. In this case the commission of complaints of LVSC (www.lvsc.eu) will act as one of the leading persons.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.