

## **Complaints Policy**

We are committed to providing a fair, swift, and courteous service at all times. This policy outlines the procedures we follow when handling complaints and how we utilise this feedback to improve our services continually.

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an individual or organisation about our provision of, or failure to provide, a service. A complaint may involve an allegation that the complainant has suffered, or may suffer, financial loss, material inconvenience, or material distress.

### **How to Make a Complaint**

Complaints can be submitted via any reasonable method, including:

- Letter
- Email
- Telephone
- In person

### **Written complaints can be sent to:**

Complaints Team  
CC33  
The Portergate, 257 Ecclesall Road  
Sheffield, S11 8NX  
Tel: 0114 399 0097  
Email: [complaints@cc33.co.uk](mailto:complaints@cc33.co.uk)

We also welcome requests for this policy or the complaints process to be provided in alternative formats, where required.

### **Acknowledging Your Complaint**

We will acknowledge your complaint in writing within three (3) working days of receipt. This will include the name and title of the person assigned to handle your case. If a member of the Complaint Team is involved in the matter, the complaint will be referred to a senior manager to ensure impartiality.

### **Investigating and Resolving Your Complaint**

We will:

- Investigate your complaint fairly, consistently, and promptly
- Determine whether the complaint should be upheld
- Decide on appropriate remedial action and/or redress
- Communicate our conclusions in a written final response

## **Keeping You Informed**

You will be kept informed of the progress of your complaint. Within fifteen (15) days of receiving your complaint, we will send either:

- A final response; or
- A written update explaining why we are not yet in a position to issue a final response and when you can expect one.

## **Closing Complaints**

We consider a complaint closed when:

- A final response has been issued; or
- The complainant has confirmed their acceptance of an earlier response.

## **Learning and Improvement**

CC33 is committed to identifying and addressing any recurring or systemic issues highlighted by complaints. All complaints are logged, tracked, and reviewed as part of our continuous improvement programme to enhance overall satisfaction and service quality.

## **Questions and Support**

If you have any questions about this policy or need further assistance, please get in touch with us at:

**Email:** [complaints@cc33.co.uk](mailto:complaints@cc33.co.uk)

**Phone:** 0114 399 0097