

## **External complaints and compliments policy**

At Bloom, we welcome all feedback and are keen to take any opportunity to improve our service to our clients. We are committed to putting customers first and strive to be an organisation that provides a high quality, professional service.

We are very keen to hear positive feedback and recognise that there may be some occasions when our customers might not be fully satisfied with the service received.

This Compliments and Complaints policy sets out how Bloom clients can give us feedback and ensures that we keep listening.

### **The aims of this policy**

The Bloom Complaints and Compliments policy is designed to:

1. Ensure our customers are satisfied with the service they receive
2. Enable enhancements in our service through feedback and continuous improvement
3. Provide clear guidance for investigations and ensure fair and honest resolution of complaints.
4. Enable us to recognise quality of service provided by our team.

### **How to give us a compliment**

When you would like to praise a member of our team, please contact your normal Bloom representative or give us a call on 020 3948 9400. Alternatively, you can email us at [governance@bloom.services](mailto:governance@bloom.services).

### **How to make a complaint**

If you are not satisfied with some element of your experience with Bloom and would like to complain, please use the following procedure.

You can call to raise your concerns verbally with a member of our team by calling 020 3948 9400. Often, your complaint will be dealt with immediately, either with an explanation or an apology. Bloom adopts a co-operative, problem-solving approach which should mean that most complaints are effectively dealt with in this way.

If the initial conversation with a member of the Bloom team does not resolve the issue to your satisfaction, you may ask to speak to the Manager of the relevant area or, in their absence, the department head on the day of your concern. If neither are available, we will make arrangements to call you back.

The manager will listen to your complaint, talk to you about it and make a record of the conversation. It may be possible to resolve your complaint during this conversation; however, the complaint may need further investigation, including talking to other members of staff and management. If we need to get back to you to explain the outcome of your complaint, we will ask for your contact details, and will agree the best way to contact you.

If you are unhappy with the informal response you have received, or if you would like to put your complaint to us formally, you can do this by emailing your normal Bloom representative or [governance@bloom.services](mailto:governance@bloom.services)

### **How will a complaint be investigated?**

Your complaint will be passed on to the relevant manager who will:

- Look at the situation surrounding your complaint and speak to the relevant team
- Note what they found and what action they are now going to take.
- Within four weeks you will be contacted by email (or telephone if this has been agreed previously) by the manager who will explain the action to be taken as a result of your complaint.

You can then decide if you wish to take the complaint further.

### **Taking the complaint further**

If you are still not satisfied with the response you've received, you can take the complaint further.

If you wish to take the complaint further you need to explain why you are not satisfied and respond to the relevant manager who has dealt with your complaint. The relevant manager will escalate this to the Bloom Director of Operations.

The Director of Operations will review the information available and conduct further investigation, if required, note what they found and send you a reply

within four weeks. This will tell you what action, if any, is to be taken as a result of the complaint.

If at this point, you remain dissatisfied, the information can be reviewed by our Chief Executive Officer, who has the final decision.

If there are any delays in the procedure at any stage we will contact you and let you know.

If you make a complaint you can expect:

- to be treated fairly and with respect
- the complaint to be taken seriously and be handled according to the procedures
- information only to be shared with the management and staff who need to be involved in the complaint