

The Complaints Policy and Procedure of Salix Finance: How to complain about the service you have received from Salix Finance

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Our commitment:

Salix takes all complaints we receive seriously.

Salix is committed to the continuous improvement of its services. Responding and dealing with any complaints and customer compliments is important as it informs us as to how we can improve. Any complaints received will be dealt with in accordance with this Complaints Policy and Procedure.

Nolan Principles of Public Life and the values of Salix are paramount, and staff dealing with complaints will be honest and open, will explain what they are doing and why, and know that they operate in a company where mistakes, if made, will be admitted and action taken to put things right. Our “no blame” culture is conducive to ensuring that mistakes can be identified and rectified.

Salix understands its responsibility to deal openly, honestly and transparently with any complainant. We aim to resolve all complaints at the initial stage without the need for escalation.

At the same time, if Salix has acted properly, staff will firmly promote and support the high standards of conduct and service delivery which Salix always seeks to attain.

Types of complaints we can help you with:

Salix recognises that complaints can cover all areas of services provided. Complaints may cover the quality of the service you have received from Salix or if a service has not been provided as you expected. Salix has responsibility for making decisions that can impact on individuals and organisations in the public sector and you may wish to complain about one of these. Complaints about the way Salix has worked with you may be a source of complaint. The above examples are not exhaustive.

As Salix is a non-departmental public body, the funding streams provided by government and administered by Salix are governed by the policy decisions of government. If you have a complaint about a government policy that Salix is responsible for, you should write to the relevant Minister and/or to your local Member of Parliament. If you are unsure how to do this, Salix staff can offer advice and information.

Some clients receiving funding from Salix have experienced difficulties with contractors appointed to deliver services. Complaints about contractors’ work should be directed to the contractor. If you are unsure how to do this, Salix staff can offer advice.

How to complain:

You can make your complaint in writing or by phone:

Email: complaints@salixfinance.co.uk

Complaints Team
Salix Finance10 South Colonnade
Canary Wharf
London, E14 4PU

Telephone: 0204 542 6439

If you have the direct contact details of the member of staff you have been dealing with, you can also e-mail that member of staff or contact them by telephone.

What we need from you:

Salix needs the full details of the issue that you are complaining about. It will be helpful to know:

- The contact names at Salix
- The complaint details: what happened, when, what is the problem and the resolution you are seeking
- Your full postal address, phone number, e-mail address and how you wish to be contacted

When this information is received, staff who are experienced in managing and resolving complaints will contact you.

The complaints process – what happens next:

We would hope that many issues causing concern can be resolved informally through discussion. This would, in respect of schemes, take place with the relationship manager and with other complaints, an appropriate member of staff. If the matter needs to be addressed more formally, Salix has a three-stage complaints procedure, and the first stage aims to resolve the complaint at the earliest opportunity.

Stage 1 of the Complaints Procedure: Resolving the Complaint

A member of the complaints team will contact you and see if a satisfactory solution can be reached without recourse to the formal Complaints Procedure. You will be contacted within two working days of your complaint being received. Your complaint will be acknowledged, and arrangements made to review the complaint with you.

If it is not possible to agree a resolution and the complaint requires an investigation, the staff dealing with your complaint will undertake an investigation. Investigations are conducted by the Salix complaints team, and they aim to conclude investigations within ten working days of the agreement that an investigation would be needed. If the issue is more complex and additional time is required, you will be contacted to explain what is happening, why there is delay in concluding the investigation and to advise and agree with you the new timetable.

Salix may consider complaints closed after 28 working days in the absence of a response from the complainant. This timeframe may be extended should you request a longer period to discuss the complaint with Salix and if it is fair and just to do so.

At stage 1, Salix staff are working with you to actively seek resolution of your complaint and if you are satisfied with the resolution proposed, it will be communicated to you in writing and the complaint file will be closed.

If you are not satisfied:

If you are not satisfied with the proposed resolution of the complaint and no agreement has been reached on resolution you should contact a member of the [Complaints Team](#), and request a review.

Stage 2 Complaint Procedure: Asking for a review

Stage 2 of the Complaints Procedure is when the person complaining remains dissatisfied following the outcome of Stage 1 and requires a review.

At stage 2 the matter is referred to a member of the complaints team who will conduct the Stage 2 review under the supervision of a senior member of staff appointed by the Chief Executive/Governance Manager. The senior member of staff, usually a Director or Senior Manager from a separate business area, will have had no prior involvement in the complaint or in matters relating to the complaint.

You will be asked to explain why you are still unhappy with the response you have received and what you would like to happen to resolve the complaint.

Salix will have 15 working days to conduct a review and when they have completed their review will provide you with their views and their recommendation in writing. The investigating member/s of staff will have access to all records and will be able to speak to all staff involved to enable them to conduct the review. If the reviewer/s has recommendations to make to Salix, those recommendations will be made to the Chief Executive and/or Governance Manager. The member/s of staff conducting the review will send a copy of their written review to you and to the Chief Executive and/or Governance Manager/Member of Executive Team.

Stage 3 of the Complaints Procedure: Complain to the Ombudsman

If you're not happy with how we've dealt with your complaint, and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman. The Ombudsman makes final decisions on complaints that have not been resolved by the NHS, government departments and some other public organisations. Their service is free for everyone.

To find out how to take a complaint to the Ombudsman, go to www.ombudsman.org.uk or call 0345 015 4033.

Please be advised that the Parliamentary and Health Ombudsman has [time limits](#) for dealing with complaints (at the time of writing, usually within a year of becoming aware of the problem, but you should check), therefore it is advised that you contact them as soon as possible.

Vexatious/Repeated Complaints

We are committed to taking complaints seriously but may refuse to hear a complaint if it:

- appears to be vexatious;
- has been considered before and no new facts or grounds for revisiting it have emerged since then.

Review

This policy/procedure will be reviewed at least every two years or earlier in the event of relevant legal, regulatory and/or operational change.

Review date of last review: May 2023