

Snap Care Complaints Procedure

Purpose

We care deeply about delivering a reliable and transparent recruitment service, but if you're unhappy with any aspect of our service, this procedure outlines how you can raise a concern and what you can expect from us—we'll address all complaints swiftly, professionally, and with the seriousness they deserve.

Policy Summary:

The Snap Care Complaints Procedure outlines how individuals can raise concerns about the service they've received, detailing the steps for submitting a complaint, how Snap Care will respond, and the expected timeframes. It ensures complaints are handled promptly, professionally, and fairly, including escalation to senior management if needed. The procedure applies to all staff and is designed to promote transparency, accountability, and continuous service improvement.

Snap Care Complaints Procedure

1. How to Submit a Complaint

- **By phone** at **020 7729 2200** during office hours, Monday to Thursday, 9.00am to 5.30pm, Fridays, 9.00am to 4.00pm
- **In writing** via [our complaints form](#)

2. What Will Happen Next

1. Acknowledgement

We'll confirm receipt of your complaint promptly, usually within **1–2 working days**.

2. Investigation

We will thoroughly review the issue, which may include:

- Speaking with Snap Care staff involved
- Reviewing relevant documents, emails, or records

3. Response

You'll receive a **written reply** (email or letter) within **10 working days**, setting out:

- Our findings
- Any explanation or context
- Actions taken or planned

**If you have any questions about this policy, please contact us on
020 7729 2200 or email info@snapcare.co.uk**

Snap Care Policies & Procedures



- Proposed resolution (e.g., apology, corrective measures, service review)

3. If You're Not Satisfied

- **Let us know** immediately—tell us what's missing or why our resolution isn't adequate.
- We will **escalate** your complaint for a further review by senior management.
- You will receive a **final response** outlining our conclusion and any further steps we can take.

4. Additional Rights

- You can raise a complaint **on behalf of someone else**, provided you have their **consent** to do so.
- Wherever possible, we will **work with you** to agree a fair resolution.

5. Timeframes

Stage	Timeline
Acknowledgement	Within 1–2 working days
Initial response	Within 10 working days
Escalated review	To be agreed with you at the time

6. Keeping You Informed

- We will keep you updated throughout the process.
- If our investigation takes longer than expected (e.g., due to holidays or complex external checks), we'll let you know and provide a revised timeline.

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Snap Care Policies & Procedures



This policy applies to the following people in our organisation	All employed staff members: <ul style="list-style-type: none">• Senior team• Care workers	Bespoke support for children, young people & adults Established 2001
Policy Date	28/03/2025	
Due for Review	28/03/2025	
Who has or can give authority to change policy	Registered Manager	
Where is this policy kept	On the company's shared drive and the company's website	

Date	Reviewer	Version	Date for Next Review

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