



Complaints Policy

Aim

The aim of each establishment is to ensure that its complaints procedure is properly and effectively implemented, and that clients feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

The goals of Oden Services UK Ltd are to ensure that:

- Clients and their representatives are aware of how to complain, and that Oden provides easy to use opportunities for them to register their complaints
- a named person will be responsible for the administration of the procedure
- every written complaint is acknowledged within two working days
- investigations into written complaints are held within 28 days
- all complaints are responded to in writing
- complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both clients and end users.

Paul Seward
Managing Director