

COMPLAINTS PROCEDURE

This procedure should be available for users of any SOSCN service. It should either be displayed or included in materials.

1. All complaints should be put in writing and addressed to the SOSCN Chief Executive, either in the form of a letter or email. The complainant should clearly state their name and contact details.
2. SOSCN undertakes to acknowledge your complaint within 2 working days of receiving it.
3. SOSCN undertakes to treat anyone with a complaint with courtesy and respect at all times.
4. SOSCN will investigate complaints immediately and keep the complainant informed on progress with the investigation, results, and action undertaken to address the complaint.
5. Where the complaint implies a breach of law SOSCN will reserve the right to seek legal advice as part of the investigation process.
6. Where the complaint is upheld, SOSCN will both offer sincere apologies and take steps to ensure that there no repetition of the action which led to the complaint being made in the first place.
7. Where the complaint implies a serious breach of law, and is upheld, SOSCN will take such steps are necessary to redress the complaint in terms of legal obligations, as well as step 5.
8. Where it is found the complaint is unjustified or not upheld, SOSCN will offer a full explanation to the complainant on the reasons why the complaint is not upheld.
9. Where the complaint implies a serious breach of law, and is not upheld, SOSCN reserves the right to take legal redress if SOSCN has had to incur legal expenses or has experienced any other negative consequences of an unjustified complaint.