

# THE PHOTO CURATORS

*Organising photos, preserving memories*

## COMPLAINTS & COMPLIMENTS

**We actively encourage feedback from our clients, both good and bad, so we can continuously improve and ensure we're continuing to provide the highest quality service.**

If you have a complaint or compliment, please get in touch with us directly.

### **How to send a compliment or comment**

**By email: [organisers@thephotocurators.com](mailto:organisers@thephotocurators.com)**

**By phone: 07792 298595**

### **How to send a complaint**

We take all complaints and concerns very seriously and aim to settle each one thoroughly and satisfactorily.

**By email: [organisers@thephotocurators.com](mailto:organisers@thephotocurators.com)**

**By phone: 07792 298595**

Your complaint may be resolved by way of an apology, providing the service required or by providing an acceptable explanation of the circumstances after an investigation. Full details of our complaints process below.

## COMPLAINTS PROCESS

All complaints and concerns received will be registered on our system and a reference number will be provided to the complainant.

All complaints and concerns will be acknowledged within one working day of receipt, unless the complaint is made verbally, in which case, it will be acknowledged immediately.

All complaints registered will be responded to in full within 20 working days from the date of receipt. Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case, a holding letter will be sent after 20 working days and a final date given for a conclusion.

A full response will be provided to the complainant, which will include a full explanation of events, apologies and any remedial action taken as a result of the receipt of the complaint or concern.



# THE PHOTO CURATORS

*Organising photos, preserving memories*

## **Data Protection**

To process a complaint, we will hold personal data about the complainant, which the individual provides and which other people give in response to any investigations completed with regards to the said complaint. We will hold this data securely in accordance with Data Protective Act 1998 and only use it to help address the complaint. The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties. Under the Data Protection Act 1998, individuals have a right to obtain a copy of their personal data. However, there are exceptions to this right. We will normally destroy complaint files in a secure manner 6 years after the complaint is closed.

## **MONITORING**

Compliments and complaints are an important tool which, alongside data provided by employee exit interviews and client feedback, will allow us to learn more about the services we provide. They offer a useful source of information about how individuals see our services and how we are serving them. To ensure we can learn from compliments and complaints, the following data will be collected:

### **Compliments / Comments**

- Name and address
- Nature of the compliment
- Date of the compliment
- Action(s) taken / recommendations made in response to the compliment, if appropriate

### **Complaints**

- Name and address
- Nature of the complaint
- Date of the complaint
- Action(s) taken/ recommendations made in response to the complaint, if appropriate
- Lessons learnt

