

# GEMACARE LIMITED

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Email: [enquiries@gemacare.co.uk](mailto:enquiries@gemacare.co.uk)

## Complaints Policy 2025

### Policy Review - History:

Please be aware that a hard copy of this document may not be the latest available version, please contact us for the latest version which supersedes all previous versions.

Those to whom this policy applies are responsible for familiarising themselves periodically with the latest version and for complying with policy requirements at all times.

Effective from:	Replaces:	Originator:	Page X of Y
March 2023	Draft Version 2019		1 of 16
<b>Management Team Approval:</b>			
<b>Union the Union &amp; Unison Union Agreement:</b>		N/A	
<b>Ratification:</b>		March 2023	

History or Most Recent Policy Changes – MUST BE COMPLETED		
Version:	Date:	Change:
1)	February 2019	

**2)**

March 2025

GemaCare Limited, here in known as "The Company" aims to provide efficient and effective services. We accept that any organisation providing a service will, on occasion, receive complaints. We aim to respond to all complaints promptly, fairly and effectively.

The feedback we receive will help us to improve our services to you.

A complaint arises when we fail to meet one of our standards, or if someone is dissatisfied with something we have done or failed to do.

## **How to complain**

You can make a complaint; dependant on what your complaint is regarding, by telephone or in writing (including electronic messages). General complaints should be made to [enquiries@gemacare.co.uk](mailto:enquiries@gemacare.co.uk)

Anonymous complaints will be considered carefully and action only taken if appropriate, it is an accepted rule that no action will be taken if the complainant remains anonymous, your name can and will be kept confidential.

The first stage is to make your complaint directly to the person that you have been dealing with. In most cases this will resolve the issue quickly and without escalating your complaint any further.

Your statutory rights are not effected by this policy.

Your complaint will be investigated and reported back to you in writing within 15 working days. If a detailed reply is not possible within that period you will be contacted with an explanation and advised when a full response will be given.

To submit your complaint in writing to the Director/Manager please forward it to:

Julie Mattin  
1 Cronk Aust  
Andreas Road  
Aust  
Isle of Man  
IM7 4EF

[enquiries@gemacare.co.uk](mailto:enquiries@gemacare.co.uk)

## **Making a Complaint in Person**

Unfortunately, we do not have a full time manned office. If you wish to speak to someone in person on the Isle of Man we can arrange a teams, messenger or whatsapp meeting.

In most cases this will resolve the issue quickly and without escalating your complaint any further. However, should further specialist knowledge be required, the company will try to provide additional contacts to help resolve your issue.

Depending on the nature of the issue, the Company may set out their understanding of your complaint in writing, and ask you to sign it so there is a written record of the matter.

### **Making a Complaint by telephone**

If a customer would like to make a complaint by telephone, they should initially ask for the member of staff providing the service, if they are not available, and the customer wishes to deal with them directly, we will ask the customer to leave their details and arrange for the staff member to return their call.

If a detailed reply is not possible within the 15 day period you will be contacted with an explanation and advised when a full response will be given.

In the case of a more complex complaint, which necessitates discussion by the Company or outside parties, we undertake to keep the customer informed at least on a monthly basis.

Depending on the nature of the issue, the staff member may set out his understanding of your complaint in writing, and ask you to sign it so there is a written record of the matter.

### **Making a Complaint in writing**

If the customer would like to make an enquiry or complaint in writing by letter or email, a written acknowledgement will be sent within 3 working days. The enquiry or complaint will then be dealt with using the same urgency as the other forms of registration.

Your written complaint should contain the following information:-

- Your name
- Your address
- Your email
- The exact nature of your complaint.
- The identity of the staff member(s) involved (if any)
- Whether there were any witnesses, and details as to how they can be contacted.
- Proof of any damage or injury caused.
- Your expectations and/or your desired outcome.

### **Further information**

Where the complaint is about any member of the management team, the matter will be dealt with by an independent professional appointed by the company if the complainant is agreeable.

### **Unreasonable or vexatious complaints**

Your complaint may not be dealt with if it is felt that is unreasonable, persistent, time consuming to manage, vexatious, and interferes with proper consideration of another complaint. Some examples are:

- Refusing to specify the grounds of a complaint, despite offers of help.
- Refusing to cooperate with the complaints investigation process.
- Refusing to accept that certain issues are not within the scope of a complaints procedure.
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- Making unjustified complaints about staff who are trying to deal with the issues, and seeking to have them replaced.
- Changing the basis of the complaint as the investigation proceeds.
- Denying or changing statements made at an earlier stage.
- Introducing trivial or irrelevant new information at a later stage.
- Raising many detailed but unimportant questions, and insisting they are all answered.
- Submitting falsified documents from themselves or others.
- Adopting a 'scatter gun' approach: pursuing parallel complaints on the same issue with various organisations.
- Making excessive demands on the time and resources of staff with lengthy phone calls, emails to staff, or detailed letters every few days, and expecting immediate responses.
- Submitting repeat complaints with minor additions/variations the complainant insists make these 'new' complaints.
- Refusing to accept the decision; repeatedly arguing points with no new evidence.

### **General Data Protection Regulations 2018**

When submitting a complaint you must consent to the Company; in confidence, sharing details of your complaint with other parties where necessary in order to investigate and resolve the issue.

*This document will be sent to every person who submits a complaint. A signed record must be kept if the complaint requires further investigation.*