

08 Complaints Policy

Version 2 | October 2021

This policy sets out how HCV Network Ltd. will deal with complaints received about its work, its personnel, its partners, or its clients from third parties.

The policy covers:

- Complaints from clients about work undertaken for them by HCV Network Ltd. or about HCV Network Ltd personnel engaged in such work.
- Complaints from third parties about work undertaken by HCV Network Ltd. or about HCV Network Ltd. personnel.
- Complaints from third parties relating to HCV Network Ltd. clients and their use of HCV Network Ltd. work such as misuse of information or misleading claims.
- Complaints from clients or third parties about HCV Network Ltd. partners.
- Complaints from clients or third parties relating to any form of fraud or corruption by HCV Network Ltd. staff or partners.
- If other complaints are received which are not covered by the list above, they will normally be dealt with in the same way.

1. Complaint procedure

Complaints related to the Assessor Licensing Scheme (ALS) must follow the HCVN ALS Complaint Procedure.

All other complaints must follow the steps outlined below:

1. Complaints must be submitted in writing by letter or email and should be sent for the attention of the HCV Network Ltd. Global Director. The complaint must include the name(s) and contact details of the complainant(s) and set out clearly the nature of the complaint together with any relevant supporting information.

2. Complaints should be in English, Portuguese, Bahasa Indonesia, Spanish or French unless this would effectively prevent the complainant from making the complaint. Complaints in other languages may take longer to respond to than the norms set out below.
3. An acknowledgement of receipt of the complaint will be sent within 3 working days and the complaint will be internally registered and allocated to the appropriate person for investigation.
4. A response will normally be provided within 10 working days. If a longer period is needed (for example because key staff are travelling or further information on the nature of the complaint is required) the complainant will be informed of the additional time needed and the reason for the delay.
5. The response will be sent in writing to the complainant(s) and a copy maintained in the HCV Network Ltd. complaints file.
6. If the complainant is not satisfied with the response, they must send a further written notification within 30 working days setting out why the response is inadequate.
7. Where complainants are not satisfied with the response the following review procedure will be adopted:
 - a. Complaints relating to HCV Network Ltd. grants: a review will be undertaken by the HCV Network Ltd. Directors, if necessary, including a direct discussion with the complainants. If this does not resolve the issue, then a review will be undertaken by the Management Committee. The findings of the Management Committee will be final.

- b. Complaints relating to HCV Network Ltd. services: a review will be undertaken by the HCV Network Ltd. Directors, if necessary, including a direct discussion with the complainants. The findings of the Directors will be final.
8. In each case, the timetable for review will be agreed with the complainant on receipt of notification of inadequate initial response. In general, a response should be made within 30 working days, unless it is necessary to delay this to allow for meetings with the complainant or the collection of further information.

Complaints should be submitted to: By email to info@hcvnetwork.org or by post to HCV Network Ltd.'s postal address.