

CUSTOMER COMPLAINTS & FEEDBACK

Creating a safe, welcoming, respectful and enjoyable environment for everyone

Complaints and Feedback Policy

1. Our Commitment

Kore is committed to providing a high standard of service and ensuring that customers have a clear and accessible way to provide feedback, raise concerns and make complaints.

We welcome all feedback. Positive feedback enables us to recognise colleagues who have delivered excellent service and celebrate the positive impact they have made. Constructive feedback and complaints help us understand where we may not have met the standards that we, or our customers, expect and provide valuable opportunities to improve our services and facilities.

We aim to deal with feedback and complaints fairly, consistently and as quickly as reasonably possible. Wherever possible, concerns will be resolved at the earliest opportunity.

2. Giving Feedback or Raising a Concern

The quickest way to resolve a concern is usually to speak directly to a member of staff at the facility. Where appropriate, the Duty Manager or another member of the operational team will seek to address the matter immediately.

Customers can also provide feedback or raise a concern by:

- Emailing info@korewellness.co.uk;
- Completing the **Contact Us** or **Feedback** form on the Kore website; or
- Contacting the relevant facility directly.

We encourage customers to use this informal route where appropriate, as many matters can be resolved quickly without the need to make a formal complaint.

Positive feedback can also be provided through these channels and will be shared with the relevant teams and colleagues.

3. Making a Formal Complaint

If a concern cannot be resolved informally, or if the customer wishes the matter to be treated as a formal complaint from the outset, a formal complaint can be submitted:

- To the relevant Facility Manager;
- By emailing info@korewellness.co.uk; or
- Through the Feedback form on the Kore website.

When making a complaint, customers are encouraged to provide as much relevant information as possible, including:

- Their name and preferred contact details;
- The facility, service or activity concerned;
- What happened and, where relevant, when it happened;
- Details of any previous attempts to resolve the matter; and
- What they would like Kore to consider or do to resolve their complaint.

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4. Response Times

We aim to acknowledge or provide an initial response to formal complaints within 3 working days.

Where the matter can be resolved immediately, the initial response may also provide the outcome. Where further investigation is required, we will advise the customer and aim to provide a full written response within 10 working days.

If, because of the nature or complexity of the complaint, we are unable to provide a full response within this timeframe, we will keep the customer informed of progress and advise when a response can reasonably be expected.

5. Stage 1: Investigation and Response

The complaint will normally be considered by the relevant Facility Manager or appropriate manager responsible for the service concerned.

The manager will review the issues raised, undertake any necessary investigation and provide the customer with a written response. Where appropriate, the customer will be offered the opportunity to discuss the complaint with the manager, either in person or through another suitable method, to help understand and resolve the issues raised.

We aim to provide the Stage 1 response within 10 working days of receiving the complaint. If the customer is satisfied with the response, the complaint will be closed. If the customer remains dissatisfied, they may request that the complaint is escalated to Stage 2.

6. Stage 2: Leadership Team Review

Where a customer remains dissatisfied following the Stage 1 response, the complaint can be escalated for review by the Kore Leadership Team.

The escalation will normally be considered by the Head of Operations or Finance Manager & Company Secretary, or another appropriate member of the Leadership Team.

The escalation will be acknowledged within 3 working days. The reviewing manager will consider:

- The original complaint;
- The investigation undertaken at Stage 1;
- The response already provided;
- The reasons why the customer remains dissatisfied; and
- Any further relevant information or evidence.

Further investigation may be undertaken where necessary.

We aim to provide a written Stage 2 response within 10 working days. Where additional time is reasonably required, the customer will be kept informed.

If the customer is satisfied with the response, the complaint will be closed. If the customer remains dissatisfied, they may request a Stage 3 review.

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7. Stage 3 : Chief Executive Review

At Stage 3, the complaint and previous responses will be reviewed by the Chief Executive Officer (CEO) or a nominated Senior Leadership Manager.

The review will consider the original complaint, the investigations and responses provided at previous stages, the reasons for escalation and any other relevant information. The CEO or nominated Senior Leadership Manager may contact or meet with the customer where this would assist the review.

We aim to provide the customer with a written outcome within 10 working days, advising them of the findings and, where appropriate, any actions arising from the review.

The Stage 3 response will normally conclude Kore's internal complaints process.

Where appropriate due to the nature or seriousness of the issues raised, a complaint or the outcome of an escalation may also be referred to the Kore Board.

8. Complaints Received Through Sandwell Council

Complaints about Kore services that are made directly to Sandwell Council may be referred to Kore for investigation and response.

Kore will cooperate fully with Sandwell Council in relation to complaints or enquiries concerning the services we provide and will share findings and relevant information with the Council where appropriate and in accordance with applicable information governance and data protection requirements.

9. Learning and Improvement

Kore views complaints and feedback as an important opportunity to learn and improve.

Where appropriate, actions and learning identified through complaints will be shared with relevant teams and used to improve our facilities, services, processes and customer experience.

Themes and recurring issues may also be reviewed to identify opportunities for wider organisational improvement and to share good practice across Kore.