

Complaints and Vulnerable Persons Procedure

Nicholls & Roe Ltd

Website: www.nichollsandroe.co.uk

Effective Date: 01-06-2025

1. Purpose

Nicholls & Roe Ltd is committed to providing high-quality service to all clients and ensuring fair, transparent, and supportive treatment - especially for individuals who may be vulnerable. This procedure sets out how we handle complaints and how we identify and assist vulnerable persons.

2. Definitions

- Complaint: Any expression of dissatisfaction, whether oral or written, about the standard of service, actions, or lack of action by the company or its staff.
- Vulnerable Person: An individual who, due to personal circumstances (e.g., age, mental or physical health, literacy, financial hardship), may be at increased risk of harm or disadvantage when engaging with our services.

3. How to Make a Complaint

Clients can make a complaint in the following ways:

- By Email: info@nichollsandroe.co.uk
- By Phone: 03302 236 102
- In Writing: Nicholls & Roe Ltd, Unit 6, Basset Business Units, Hurricane Way, North Weald, Essex, CM16

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- Via Website Contact Form: www.nichollsandroe.co.uk

Please include your name, contact details, and a description of your complaint.

4. Complaints Handling Procedure

1. Acknowledgment:

We will acknowledge your complaint within 3 working days.

2. Investigation:

A member of our team will investigate your complaint thoroughly and impartially.

3. Response:

We aim to provide a full response within 10 working days. If this isn't possible, we will update you on the progress and expected resolution time.

4. Escalation:

If you are not satisfied with the outcome, your complaint may be escalated to a senior manager for review.

5. Resolution:

We aim to resolve all complaints in a fair, timely, and respectful manner.

5. Supporting Vulnerable Persons

Nicholls & Roe Ltd is committed to identifying and supporting vulnerable persons by:

- Training staff to recognize signs of vulnerability.
- Allowing additional time for vulnerable individuals to understand information and make decisions.
- Offering alternative communication methods (e.g., written summaries, follow-up calls).
- Involving a trusted third party (e.g., family member or advocate) if appropriate and with consent.

We take the following steps:

- Listen actively and without judgment.
- Avoid pressuring individuals into decisions.
- Signpost to external support services where necessary (e.g., Citizens Advice, Age UK, Samaritans).

6. Confidentiality

All complaints and personal circumstances are treated with strict confidentiality in accordance with data protection laws.

7. Monitoring and Review

This procedure is reviewed annually and updated as necessary to ensure continued compliance and effectiveness.