



Complaint Policy

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Introduction

Motability is a national charity, founded in 1977, with the purpose of enhancing the lives of disabled people with transportation solutions.

The role of Motability, the Charity, is to:

- Set the strategic policies and direction of the Motability Scheme and oversee its performance to ensure it meets the transportation needs of disabled people.
- Use charitable funds to support beneficiaries with the cost of their transportation needs.
- Raise awareness of Motability, the Charity, and the Motability Scheme among potential beneficiaries and customers, and the people who advise them.
- Constantly look for and develop new solutions to meet the evolving transportation needs of disabled people.
- Provide the highest level of customer service across the UK, underpinned by a strong infrastructure and empathetic culture.

When things don't go as planned

Motability is committed to providing the highest standard of service but we recognise that sometimes things do not go as planned. If this happens and you have a complaint regarding any of Motability's work then you can follow the Motability complaint process outlined in this policy.

We define a complaint as any expression of dissatisfaction with our service or organisation as a whole that calls for a response.

We aim to ensure that:

1. Making a complaint is as easy and transparent as possible
2. We deal with complaints appropriately and within the agreed time frame

We reserve the right to refuse to consider a complaint that is vexatious, malicious or motivated by discriminatory behaviours and we reserve the right to refuse to consider or to consider further a complaint submitted by a person determined to be an unreasonably persistent complainant. The Chief Executive, in conjunction with the Board of Governors, will make this decision.

Complaints about the Motability Scheme

Motability, the Charity, is not able to adjudicate on matters relating to a specific Scheme customer's contract as the legal agreement is between the customer and Motability Operations Ltd, so if you have a complaint about your agreement on the Motability Scheme or the service provided to you by Motability Operations Ltd, you should in the first instance contact Motability Operations Ltd who deliver the Scheme on a day-to-day basis so they can help resolve matters for you.

In its role of overseeing the Scheme, Motability regularly reviews customer complaint trends with Motability Operations Ltd to identify any areas for improvement.

Where your complaint relates to something other than your relationship with Motability Operations Ltd or agreement for the Motability Scheme, for example your eligibility to access the Motability Scheme or an introduction made by Motability to the Motability Scheme, you should complain directly to Motability.

How to make a Complaint to Motability

You can make a complaint by phone, email, post or by completing our online form. We prefer to talk to you so that we can resolve your complaint as quickly as possible so please give your contact details, including a telephone number.

Phone: 01279 632255

Email: Complaint@motability.co.uk

Online: Complete our complaints form at www.motability.org.uk

Post: Complaints, Motability, Warwick House, Roydon Road, Harlow, Essex, CM19 5PX

If you tell us that you prefer for your concerns to be dealt with in writing, we will write to you and acknowledge receipt of your complaint – usually within three days of us receiving your complaint.

What happens next?

We will always try to resolve your complaint straight away and resolve the situation at an informal level. We will keep you updated on our progress. We aim to fully resolve all complaints and provide you with our formal response within 30 days of you raising the matter with us.

What we will do:

- Acknowledge all complaints within three working days
- Review the complaint in full
- Investigate thoroughly the issues raised

- Keep you updated on our progress
- Communicate a final response within 30 days*

* if this is not possible due to the complex nature of the complaint we will tell you the reason why this may take longer to communicate

- Learn from the feedback

What if I remain dissatisfied?

In cases where you are dissatisfied with the formal response you have received, you are able to escalate your complaint, within seven days of receiving the response, to the Chief Executive Officer, at the address above or by email

complaint@motability.co.uk.

In cases where the Chief Executive Officer is the subject of the complaint the matter will be referred to Motability's Governors. If we have properly investigated your complaint in accordance with this Policy but you remain dissatisfied with the response from the Chief Executive Officer or the Governors then, whilst you may have the additional rights described in this section, we also reserve the right to notify you that we regard our complaint process as concluded and to decline to communicate further in relation to the complaint, or to consider further complaints linked to the same matters. The Chief Executive, in conjunction with the Board of Governors, will make this decision.

Additionally, Motability is regulated by the Financial Conduct Authority for a small amount of our business activity. This is limited to Motability's involvement in promotional activity to raise awareness and understanding of the Motability Scheme among potential customers.

If your complaint relates to Motability introducing you to the Motability Scheme and you remain unhappy with how your complaint has been handled or concluded, or eight weeks have passed and you feel we have not responded appropriately, you may also be able to refer your complaint to the Financial Ombudsman Service, free of charge, within six months of our final response. The Financial Ombudsman is a free, independent service for resolving disputes between customers and financial services institutions.

You can contact the Financial Ombudsman Service as follows:

Write to:

Financial Ombudsman Service

Exchange Tower

Harbour Exchange

London E14 9SR

Telephone, calling from a UK landline: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Online: www.financial-ombudsman.org.uk

Application for a Charitable Grant

The Governors of Motability have provided delegated authority to Motability's Directors and Charitable Operations Division to consider applications for Charitable grants.

All decisions on grant awards are made on the information available to us at the time. If you receive a funding decision that you are not satisfied with, you can ask us to review your case. You can ask us to review your case particularly when:

- New information comes to light that was not available at the time of the original application for charitable funding.
- You believe that our decision failed to take something relevant into account.
- You believe (and can show that) a financial contribution we have asked you to make will cause you genuine hardship.

If you would like us to reconsider your case, please speak to your Case Manager.

If you remain dissatisfied following this reconsideration you can ask for a Team Manager to review the decision.

Making a Complaint about a Grant Decision

In cases where you remain dissatisfied with the final review you have received, you are able to escalate your complaint within seven days of receiving the response to the Chief Executive Officer, at the address above or by email complaint@motability.co.uk Motability's Grant Making Committee, comprised of Governors, act as the final arbitrator in the event of a complaint or case review.

Your Personal Information

To investigate and administer your complaint it is necessary for us to collect and hold personal information about you. We will hold the information you provide to us securely and use it to help process your complaint. We will only share your information with organisations that we have a contractual relationship with or who we need to share your information with to deal with your complaint, including but not limited to; Motability Operations Limited, RSAM (as the Motability Scheme insurer), selected vehicle convertors and suppliers, adaption installers and the DWP.

For full details of how Motability processes your personal information, including our data retention periods and your rights as a data subject under data protection laws, please see more information and our privacy policy at <https://www.motability.org.uk/utilities/privacy-policy>

Motability is a data controller of the personal information we collect and process in connection with your complaint. If you have any queries in relation to how we process personal information, contact our Data Protection Officer at Motability, Warwick House, Roydon Road, Harlow, Essex, CM19 5PX or email at dataprotectionofficer@motability.co.uk (please mark all correspondence with “Data Protection Officer”).

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