

Service Six

Comments, Compliments and Complaint



Date: April 2017

Review Due By: April 2018

Lead Role/Manager: Chief Executive

Others involved in implementing: Senior Managers, Managers and Personnel

What this policy covers

The Charity seeks to maximize its performance particularly in relation to the delivery of its priorities, targets and services. This complaints handling procedure is a key step within this process.

What to do at Each Stage:

'Comments, Compliments and Complaints' leaflet

- a. All access points will include a 'Comments, Compliments and Complaints' leaflet and box for people to post them in.
- b. The website will display the 'Comments, Compliments and Complaints' leaflet.
- c. All access points will encourage clients to comment on Service Six using appropriate techniques as practically possible e.g. display, polling booth and graffiti boards.
- d. All compliments, comments and complaints received will be noted on these leaflets (including those received via email and telephone) either by the person making the compliment, comment or complaint or by the member of staff receiving the information.
- e. All completed forms will be date stamped and passed immediately to the Chief Executive.
- f. Compliments, comments and complaints will be responded to within 5 working days. Only leaflets with valid contact details can be responded to.
- g. Managers will ensure there is a designated person to deal with compliments, comments and complaints when they are absent for more than 5 days.
- h. All complaint documentation will be immediately copied to the Chief Executive.
- i. All comment and compliment documentation will be copied to the Chief Executive within 5 working days.
- j. The Chief Executive will inform the Board of Trustees:
 - Immediately on receipt of a formal complaint
 - At least annually regarding all comments and compliments

Complaint resolution

- a. The Manager will speak to the complainant and identify the key issues (if the issues are clear a letter responding to these may be more appropriate at this stage);
- b. The Manager will talk to all relevant parties and seek resolution;
- c. If resolution is not possible then the complaint will be forwarded to the Chief Executive;
- d. If resolution is not possible at this stage then the complaint will be forwarded to the Chief Executive;
- e. If resolution is not possible at this stage then the complaint will be forwarded to an appropriate member of the Board of Trustees;
- f. The resolution when reached will be documented with/on the 'Comments, Compliments and Complaints' leaflet;
- g. Board of Trustees to receive an annual report in March each year, with regard to any information received.

Safeguarding

Where a complaint concerns issues of alleged neglect or abuse, someone not directly working in or managing the service area receiving the complaint will investigate this. The complaint/concern must be escalated immediately by the manager of the area receiving the complaint to the Chief Executive and the Operations Manager (Designated Safeguarding Officer) for investigation. Please refer to the Policy for Safeguarding Children (Child Protection), the Policy for Safeguarding Adults at Risk and the Investigation Policy.