

Complaints and feedback procedure

What is a complaint

The organisation sees a complaint as being an expression of dissatisfaction, however made, about the standard of service, the policies of the organisation, behaviour of staff, actions or the lack of action by the organisation's members or staff, which affect an individual or group of people.

Procedure

This organisation aims to provide the best possible service. However we recognise that there may be occasions when users of the service feel that the quality or level of service provided falls short of what they could reasonably expect. This procedure sets out the steps that should be taken when we receive a complaint from users of the service, an organisation or members of the public.

1. The complaint may be made in person, or in writing. Any complaint should be passed to the Service Coordinator who will address it within 7 days. Where the complaint concerns the coordinator the same procedure will be followed but with the Chair of the Board of Trustees substituting for the coordinator's role.
2. The coordinator is authorised to deal with all complaints in an informal manner but may seek to consult with the Board of Trustees at any stage.
3. If the complainant is dissatisfied with the outcome of their initial complaint it will be passed to the Board of Trustees to decide.
4. The Board of Trustees will elect a complaints panel consisting of two or three members aiming as far as possible to achieve a balance in accordance with our equal opportunities policy. The panel will complete its investigation within one month of being passed the complaint and the coordinator will convey the result to the complainant.

The panel's decision is final and they will report their findings and decision to the next meeting of the Board of Trustees.

5. As part of the decision the complainant will be informed that if they are still dissatisfied they can complain further to the schemes funders.

The service coordinator will review complaints once a year and report to the Board of Trustees so that the service review takes account of any findings.

What is feedback

The organisation actively encourages feedback and this may be verbal or written and about any aspect of our services. Feedback provides an opportunity to assess how effective our services are in meeting our client's needs and helping to show the quality of our work or areas where we can improve.

We encourage feedback by displaying a feedback poster and asking specific questions to random clients at least once a year. The service coordinator will review outcomes of feedback once a year and report to the Board of Trustees so that the service review takes account of any findings.