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|  | **Complaints Policy and Procedure** |
| Agreed by Board on 13/08/2019  Date for next check: 13/08/21 | |
|  | Sometimes things go wrong. |
|  | We want to put things right for the person who has complained. |

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|  | We will: |
|  | * tell people how to make a complaint |
|  | * make the complaints procedure fair to everyone |
|  | * make it easy to make a complaint |
|  | * make sure we know what to do if someone complains |
|  | * try to put things right for the person who has complained as soon as we can. |

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|  | **Who can complain using this policy?** |
|  | Members can use this policy. |
|  | Members of the public can use this policy. |
|  | If staff want to complain they need to use our Grievance Policy. |

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|  | **Telling people about our complaints policy** |
|  | We will put this information on our website: |
|  | * this complaints policy |
|  | * an ‘I’m not happy’ leaflet that says how to complain |
|  | * who to contact, and how to contact them |
|  | **Information for staff, volunteers or Board members** |
|  | **What to do if you get a complaint in person or over the phone** |
| C:\Users\Alan\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Isaac-2_1024x1024.png | * Stay calm and be polite |
|  | * If the person is speaking to you, you need to: |
|  | * + ask them for their name, address and telephone number and write it down |
|  | * + write down their complaint |
|  | * + tell them about the complaints procedure |
|  | * Tell the person who made the complaint what you are doing next. |
|  | * Tell the person who made the complaint what you can do to put it right. Do not promise things that you cannot do. |
|  | * If you cannot put it right, tell the person you will talk to your line manager and someone will get back to them soon. If you are a Board member, say you will talk to the Chair. |
| http://www.complaintshelpline.com/wp-content/uploads/2014/02/write-complaints-letter.jpg | * Record every complaint in a Complaints Log. |

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|  | **What to do if you get a written complaint** |
|  | Give the letter or email to your line manager. If you are a Board member, give it to the Co-Chairs. |
|  | The senior staff member and Co-Chairs need to be told about any written complaints. |
|  | The person dealing with the complaint will: |
|  | * speak to the person making the complaint |
|  | * find out more information |
|  | * decide what to do about the complaint |
|  | * check with the senior staff member and Co-Chairs to make sure they agree |
|  | * Communicate in an accessible way to the person what has been decided, and follow up in writing. |

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|  | **What to do if the person complains that their complaint wasn’t treated fairly** |
|  | If someone is not happy with how we dealt with their complaint, they can ask the Co-Chairs and Board to look at their complaint. |
|  | The Co-Chairs and Board will: |
|  | * tell the person that they are looking at the complaint |
|  | * look at what has been written about the first time they complained |
|  | * talk to whoever dealt with the complaint already |
|  | * if the complaint is about a person, tell this person and allow them to tell the Co-Chairs and committee what happened. |
|  | * send the person a progress report if the answer is going to take longer than 4 weeks. |
|  | * write to the person who made the complaint. Tell them: |
|  | * + how you looked at what happened |
|  | * + what you found out |
|  | * + whether you have decided to do anything or not. |
|  | The Co-Chairs and Board’s answer is final. |

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|  | **‘I’m not happy’ leaflet** |
|  | We want to know if you are not happy. |
|  | Sometimes we can put things right just by talking together and agreeing what to do. |
|  | Sometimes you may want to make a formal complaint. |
|  | You will need to write to us, or ask someone to write to us on your behalf. You need to tell us: |
|  | * Why you are not happy |
|  | * What you would like us to do |
|  | We will read your letter. |
|  | We will decide who will deal with your complaint. |
|  | If your complaint is about abuse, we will use the Safeguarding Policy, not the complaints policy. |
|  | One of us will talk to you to find out more. They may need to talk to other people in the organisation too. |
|  | We will think what we can do to put things right. |
|  | We will write to tell you what we have decided. |
|  | If you are not happy with our reply, you can write to the Co-Chairs and ask the Board to look at your complaint. |

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|  | **Learning from complaints** |
|  | We want to learn from complaints. |
|  | We do not want people to be unhappy. |
|  | We will keep a Complaints Log where we write down any complaints. |
|  | Our Co-Chairs and Board will look at the Complaints Log every year. |
|  | They will |
|  | * look to see if the same kind of thing has gone wrong more than once |
|  | * think how the organisation can do things better |