

# COMPLAINTS POLICY AND PROCEDURE

**STAFF INSTRUCTIONS:** This policy should be displayed in the centre and made available to service users and visitors.

Service users, customers and visitors have the right to expect the highest of standards of service from Wintercomfort.

Complaints should be viewed positively, as they give us the opportunity to improve the quality of our services.

People who wish to complain should be given a copy of this policy and the attached complaints form. Those who have difficulty reading should have the information given to them verbally by a member of staff.

Complaints and all associated paperwork should be filed in chronological order in the complaints file kept in the main office at Wintercomfort.

Staff and volunteers should use the respective grievance procedures should they wish to complain.

## WHO CAN COMPLAIN

If any user of Wintercomfort's services is dissatisfied with any aspect of the services provided, s/he has the right to complain. This includes anyone who is or has recently been a service user, customer, visitor, contractor or effected party.

## MAKING A COMPLAINT

You can ask a friend, relative, or anyone you choose, including a member of staff, to help. They can:

- Advise you.
- Help you put your complaint in writing.
- Come with you to meetings and speak for you if you wish.

The complaints procedure has two stages:

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Sarah Halls	May 2023	May 2024

## **STAGE ONE**

Complaint should be made to the Services Manager or other Senior Manager using the form at the end of this section.

The complaint must be put in writing. A member of staff will help service users with this on request. If the individual feels s/he cannot make the complaint to the Services Manager or other Senior Manager s/he can make the complaint directly to the CEO.

Whichever member of staff receives the complaint, s/he will acknowledge it within five working days and respond in writing with the outcome of their investigation within a further 15 working days.

## **STAGE TWO**

If the complainant is not satisfied with the response s/he has received, s/he can take the complaint to the CEO, who will acknowledge the complaint within five working days. If the CEO dealt with the complaint in Stage One, the service user can appeal directly to the Board of Trustees (see below).

The complainant will be provided with the outcome of the investigation within a further 15 working days.

If the complainant is dissatisfied with the response, s/he can appeal to the Board of Trustees by writing the Chair of the Board c/o Overstream House.

The appeal will be acknowledged within five working days of being received. The Chair of the Board will nominate two or more Trustees to form a panel to hear the appeal.

The complainant will be notified who is to be on the panel, when they will meet, and that s/he has the right to attend.

S/he will be notified of the outcome of the appeal within 15 working days of the panel meeting.

The role of the appeal panel is to determine whether the complaint was properly dealt with in the earlier stages.

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## COMPLAINT FORM

**Name**

**Address**

**Post Code**

**Telephone Number**

### WHAT IS YOUR COMPLAINT?

Please describe your complaint giving as much information as possible and include dates where relevant. Please continue on the space provided, or on a separate sheet if necessary and attach it to this form.

### HOW WOULD YOU LIKE YOUR COMPLAINT TO BE RESOLVED?

Please state, if possible, what outcome you would like to see.

### HOW CAN WE CONTACT YOU?

Please state the most convenient times for us to contact you by telephone:

Signed:

Date:

A member of staff team can help you complete this form or advise on how to obtain help in doing so.

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