



Compliments and Complaints Policy and Procedure

Document No: HR11

1.0 Status of this Policy

1.1 Ideal for All strives for high standards in everything that it does and welcomes feedback from individuals, intermediaries, other charities and anyone who works with us, or any of our service users on all aspects of our work. Such feedback is invaluable in helping us evaluate and improve work.

2.0 Policy Statement - Complaints

2.1 Ideal For All is committed to providing a quality service for its service users and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right. Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

2.2 We recognise that many concerns will be raised informally. The aim for this is:

- to resolve informal concerns quickly.
- to keep matters low-key.
- to enable mediation between the complainant and the individual to whom the complaint has been referred.

2.3 An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

3.0 Preamble

3.1 Definition: The organisation defines a complaint as 'any expression of dissatisfaction with the organisation, any worker of the organisation that relates to the organisation and that requires a formal response'.

3.2 Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

3.3 The Organisation's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

3.4 A complainant's responsibility is to:

- bring their complaint, in writing, to the organisation's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in the organisation;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow the organisation a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond the organisation's control.

3.5 Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and the organisation maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

3.6 Monitoring and Reporting: Trustees of the organisation will receive annually (using anonymity of complainants) a report of complaints made and their resolution.

4.0 Formal Complaints Procedure

Stage 1

If a service user or member of the public feel they need to complain they should in the first instance, contact Ideal for All's Contract and Monitoring Officer (and in their absence a member of the HQ team who will liaise with the relevant service manager). Contact details can be found on our Compliments, Complaints and Suggestions Guidelines Form. The HQ team will assist the complainant in identifying the stages of the complaint process and ensure they have the correct information to

do so. If a complaint is made via telephone, then the details will be prescribed onto our Complaints form; if the complaint is received via email or postal mail we may need to contact the complainant to obtain all the details in order to investigate the complaint.

If the complaint concerns a Trustee of the organisation rather than an employee, the complaint should be addressed to the Secretary of the Trustees using the Head Office address and should set out the details of the complaint, the consequences of the issue and the remedy the complainant is seeking.

Complaints will be acknowledged within 6 working days of receipt and the complainant should get a response and an explanation within 15 working days (subject to postal delays and Bank Holidays etc).

Stage 2

If the complainant is not satisfied with the initial response to the complaint, then they will be informed that they can write to the organisation's Chief Executive and ask for their complaint and the response to be reviewed. If the complaint concerns a Trustee of the organisation rather than an employee, the complainant should write formally to the Chair of the Trustees. An acknowledgement to this letter should be made within 6 working days of receipt and should receive a response within 15 working days (subject to postal delays and Bank Holidays etc).

The organisation's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, the complainant will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

5.0 Compliments Procedure

5.1 Any verbal or written compliments will be recorded by the member of staff receiving the compliment will be passed to the appropriate manager for recording on the Compliments Register. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliments will be notified within three working days. Feedback on compliments will be shared with employees at appropriate timings.

6 Data Protection

6.1 Ideal for All will record, process, store and manage all complaints accurately and in accordance with the Data Protection legislation.

7 Document Control

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