

Complaints Procedure

This procedure is for use by clients, service users, volunteers, employees and Management Committee members

Introduction

This procedure is to give people a clear, fair and quick way of making complaints and to assure people that complaints are taken seriously. The procedure will help CREST to monitor its performance, by recording all complaints, so that areas can be identified where improvements or changes are required

Policy Statement

The key objectives of this policy are:

- To be simple and to be readily understood by employees, volunteers, clients and complainants
- To allow ease of access for complaints
- To create the opportunity to improve services by taking appropriate remedial action when a complaint is being made
- To promote fairness for employees and complainants alike
- To ensure speed of response within a totally open procedure
- To enable an approach at all times which is honest and fair and satisfies the needs of the complainant
- To ensure that each investigation, whether formal or informal, should identify what happened, why it happened and what action is necessary to prevent it happening again

Procedure - Stage 1

Complaints should in the first instance, be made in writing to the manager. If the complaint is against the manager or a member of the Management Committee, it should be made to the Chair

- The manager or Chair will record the complaint in an agreed format
- The manager or Chair will speak to all persons involved within ten working days
- If the investigation necessitates further meetings, all parties should be kept informed
- All parties shall be informed of their right to be accompanied at any meetings
- A written response will be made within a further ten working days

Stage 2 - Appeal

If the complainant is dissatisfied with the response, an appeal may be made within five working days

The appeal will be dealt with by two members of the Management Committee who have not been involved with the matter previously

- The appeal will be set up within ten working days and the complainant is entitled to be accompanied at any meetings
- The outcome of the appeal hearing will be notified to the complainant in writing within five working days
- If the complainant still remains dissatisfied, an independent appeal will be set up
- A report of all complaints will be made on a regular basis to the Management Committee