



Document Title:	Compliments, Comments and Complaints Policy	
Document Purpose:	To ensure that we take account of the views and wishes of our service users and others that we come into contact with and that we are responsive, adopting a culture of continuous improvement.	
Document Statement:	Havering Association for People with Disabilities (H.A.D.) aims to provide a high-quality, responsive, service user-led service. In order to ensure this we need to take account of the views and wishes of those we are here to support. We welcome every opportunity to monitor and improve our service and having a “compliments, comments and complaints” policy and a clear procedure for resolving complaints is one way of doing this.	
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Responsible for Implementation:	Trustees and Manager and All Staff and Volunteers	
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APPROVAL RECORD		
Agreed by Board of Trustees:		Date:
Signed:		

Contents:

1. Policy Statement
2. Commenting on and Complementing our service
3. Complaining about our service
4. Procedure for resolving complaints
5. The Procedure

1. POLICY STATEMENT

1.1 Havering Association for People with Disabilities (H.A.D.) aims to provide a high-quality, responsive, service user-led service. In order to ensure this we need to take account of the views and wishes of those we are here to support. We welcome every opportunity to monitor and improve our service and having a “compliments, comments and complaints” policy and a clear procedure for resolving complaints is one way of doing this.

2. Commenting on and Complimenting Our Service

2.1 Your comments and compliments are valuable, welcome and important and when they are received, either verbally or in writing, they will be recorded. Comments and compliments enable the H.A.D.to:-

- understand whether our service is being provided to the service users' satisfaction
- provide positive feedback to our staff
- influence our organisational and service development
- inform our quality assurance programme

3. Complaining About Our Service

3.1 H.A.D.recognises that there will be times when our trustees, staff and volunteers make mistakes, or get things wrong. In order to learn from such mistakes we need to know about them and encourage people to comment or complain. Such comments or complaints will always be taken seriously, recorded and responded to as detailed in the procedure for resolving complaints which accompanies this policy statement.

3.2 If a complaint is made which involves a Safeguarding issue, then the H.A.D Safeguarding Policy takes precedence

4. PROCEDURE FOR RESOLVING COMPLAINTS

4.1 Who Can Use This Procedure?

This procedure is for anyone who comes into contact with trustees, staff and volunteers from H.A.D. By anyone we mean service users – carers, people with disabilities, practitioners, other voluntary groups, statutory agencies and any other member of the public.

You may have the assistance of a friend or someone else to help you with any or all of the stages of this complaints procedure. If you wish to follow this procedure and complain about an aspect of our service, this will NOT affect any services you receive, or wish to receive, from the H.A.D.

5. The Procedure

Stage 1

1.1 We hope that the majority of complaints can be resolved informally by speaking directly to the person or persons involved. This can be done either by telephone or in a face to face meeting. All complaints will be recorded at this stage on our feedback form. If the complaint is resolved at this stage you will receive a letter outlining the

issue and the decisions reached and agreed. If, however, informal resolution is not possible

Stage 2 and 3 are available to support complainants. If it has not been possible to resolve your complaint at Stage 1 you should move to

Stage 2

2.1 If your complaint relates to the governance of the H.A.D. by the Board of Trustees you should write to The Chair of the Board of Trustees, at Havering Association for People with Disabilities 1a Woodhall Crescent, Hornchurch, Essex, RM11 3NN

2.2 If your complaint relates to an operational policy you should write to Manager, at the address above.

2.3 If your complaint is about a member of the H.A.D. staff or a volunteer you should write to the Manager as above. This request will be treated in confidence.

2.4. If your complaint is about a member of the H.A.D. Board of Trustees or the Manager you must write to The Chair of the Board who has been designated to handle complaints at this level. If the complaint involves The Chair, you should write to the Treasurer of the Board of Trustees at the address above.

2.5 In 2.1- 2.4 above your letter will be acknowledged by the addressee within 3 working days of the date of receipt. If the addressee is on holiday or sick leave he or she will have ensured that arrangements are in place for complaints to be acknowledged. The Complaint will be recorded on our formal complaint log.

Once the complaint has been acknowledged it will be fully investigated, by discussion with all individuals involved and a written response provided within 20 working days. If this timeframe is delayed because of holiday or sick leave you will be informed when your complaint is acknowledged.

2.6 If you are not satisfied by the response at Stage 2 you should move to Stage 3.

Stage 3

At all times during this stage, you will be informed of the name of the person you should contact at H.A.D

3.1 If your complaint has related to the governance of the H.A.D. by the Board of Trustees of you should write to the Chair of Trustees at Havering Association for People with Disabilities 1a Woodhall Crescent, Hornchurch, Essex, RM11 3NN.

3.2 If your complaint has related to an operational policy you should write to the Chair of the Board of Trustees at the address above.

3.3 If your complaint has been about a member of the H.A.D. staff or a volunteer your complaint will be heard by the Manager. If the complaint is about Manager you should write the Chair of the Board of Trustees at the address above.

3.4 If your complaint has been about a member of the Board of Trustees or the Manager your complaint will be heard by a small panel of 3 members of the Board (not including the designated trustee identified in 3.1-3.3 above). You should write to the Chair of the Board of Trustees at the address above. The Chair of the Board will appoint the panel members and the panel will normally meet within 20 working days of your request. You will be notified in writing about the time and place of the meeting at least 10 days beforehand so that you may attend if you wish. A representative may accompany you.

The Review Panel will let you know its decisions and the reasons for those decisions in writing within 7 days.

3.5 In 3.1- 3.4 above your letter will be acknowledged by the addressee within 3 working days of the date of the receipt. If the addressee is on holiday or sick leave they will have ensured arrangements are in place for complaints to be acknowledged.

In 3.1, 3.2 and 3.3 once the complaint has been acknowledged it will be investigated, by discussion with all involved and a written response provided within 20 working days.

If this timeframe is delayed because of holiday or sick leave you will be informed when your complaint is acknowledged.