

USER COMPLAINTS PROCEDURE

User Complaints Procedures

All Saints Community Development Company, All Saints Centre Company and All Saints Parish Church (All Saints) are committed to providing a quality service for everyone who attends our centre and church.

We have a complaints policy to be used in the event of a complaint that cannot be resolved through initial discussion. It would be the policy of All Saints for everyone to work positively to resolve complaints at the earliest opportunity and everyone's mutual satisfaction

This policy applies to paid staff and volunteers equally

Any complaints by a service user should be listened to and taken seriously. A complaint can be about any part of the service offered.

1. At the initial complaint the person receiving it should do their best to solve the problem. They should listen carefully to the complaint and be open and, if necessary apologetic. They should not argue with the complainant and treat the complainant with respect. They should ask the complainant the details of the complaint and write these down. If they feel they can't deal with the complaint or don't know what to do they should ask a more senior member of the team. If the complaint is resolved a record should be kept and the manager/person in charge informed.

2. If the complaint cannot be sorted out to the satisfaction of the complainant then it should be referred to the manager or person in charge of the group. If the complaint is resolved a record should be kept of this.

At either of these stages the complainant should be offered an official complaints form.

3. If the manager cannot solve the complaint to the satisfaction of the complainant then they should be asked to fill in a complaints form (with help if necessary). If they don't want to do this then the manager should make a record of the actions taken and the complaint and ask the complainant to sign to say they don't wish to fill in an official complaints form. The director responsible for the division/section should be informed but no further action taken.

4. If an official complaints form is filled in this should be given to the director responsible for the division/section as soon as possible. The director should discuss the complaint with the manager and the complainant and try to resolve the complaint within 14 days.

All discussions should be recorded. The complainant should be encouraged to bring someone to support them if they wish.

Options for sorting the complaint should be offered.

Written results of these discussions should be given within 14 days.

All information about the complaint should be reported at the next board meeting.

5. If the complainant is still not happy with the result of the complaint then it should be taken to the next board meeting, to be discussed by the directors. The directors can ask to speak to all parties if they wish. The decision of the board is final and should be given in writing within 14 days of the board meeting.

If the issue is a safeguarding issue then safeguarding procedures should be followed.

Enquiry/ Feedback/ Complaint Form

Title (please circle)	Mr / Mrs / Miss / MS / Dr / Rev / Other <small>(please state)</small>
Name	
Address	
Postcode	
Phone number(s)	
email	
What is your preferred method of contact? (Please circle preference)	Post / Phone / email
Nature of Enquiry (Please circle)	Complaint / Feedback/ Enquiry
Which area of the centre is your enquiry/ feedback/complaint about? What is the nature of your enquiry/ feedback/ complaint? Please include times, dates and individuals (if any) involved. (use extra paper if needed)	
If this is a complaint, what would you like us to do about it? (use extra paper if needed)	

Signed _____ Date _____
 Received by _____ Date _____

COPIES OF USER COMPLAINTS POLICY AVAILABLE ON REQUEST