[Name of organisation] Complaints Procedure

***[Name of organisation] aims to provide a quality service to all clients. However, there may be occasions when clients are unhappy with the service they receive and if so must be referred to the complaints form. All staff must be made aware of the complaints procedure during their induction and able to follow it when dealing with any complaint.***

1. Be clear and calm in dealing with any complaint a client has. If he/she is upset or distressed, ensure your tone and response does not reflect his/her own. If you feel you are unable to deal with the client effectively or if the client becomes abusive ask him/her to call back again later or refer to a senior member of staff. If a caller wishes to make a complaint on behalf of a client ask him/her if the client can call us directly.
2. Stick to the facts and do not get deviated from the complaint the client has. Explore the complaint they would like to make and ascertain if you are able to help or resolve the situation.
3. If you are not able to resolve the matter with the client directly, then take as many details as you can about the issue and enter them onto the **complaints form**; name, date of incident, who was involved, exactly what happened. Explain that the Director will call her back as soon as she/she is available. If the Director is away please refer to the Chair. If the client does not want to make an appointment she/she can make a complaint in writing to the Chair via the [Name of organisation] office.
4. Let the Director/Chair know about the incident immediately, including all the details taken so they are able to arrange an appointment to call the client back and begin an investigation if the client wishes to be contacted.
5. The client will be notified as to exactly what is being done to follow up on her complaint within five days of her appointment/upon receipt of his/her written complaint.
6. The Director/Chair must notify the client as to the outcome of the investigation within 21 days of the appointment/upon receipt of her written complaint.
7. If the client is unsatisfied with the response, he/she may wish to arrange a meeting with us and an external, independent advocate to act on her behalf.
8. If he/she is unhappy with this alternative he/she may refer to the Charity Commission.

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| Date policy agreed by Board: |  |
| Proposed date of review: |  |