

## **Compliments, Feedback and Complaints**

(Name of organisation) is committed to providing a quality service for (name client base) (name geographic area served). We welcome feedback about our work.

### **A. Compliments**

Compliments about the service we provide are always welcome, whether in person, over the phone, via email, social media or in writing. They help us get a clear picture of the impacts of our work and thus help us set our future direction.

It's especially useful when the feedback tells us specifically about the difference our work has made to the person providing the feedback and the community organisations they are involved in. When we know what works well, we can make sure we keep doing it.

We also welcome thoughts on what we can improve or on further services we can offer, such as further training opportunities, networking, resources, and so on.

### **Acknowledgement**

(Name of organisation) will acknowledge assistance, information and feedback that we receive from (name client base). We will do that in various ways such as noting our thanks in our (newsletter or other), by writing a letter of thanks or in other ways we feel are appropriate.

### **Complaints**

The process outlined below is intended to promote common sense and prompt resolution of complaints about the (organisation), one of our staff members, our services or decisions.

1. If you would like to make a complaint, please do this first with the person who provided the service, so that there is an opportunity to discuss the matter and come to a quick resolution. This way, both parties have an opportunity to understand all the issues and learn from them.
2. If you do not feel satisfied with the initial steps taken to resolve the complaint, please write to or email the Chief Executive, providing as much detail as possible about the complaint. If the complaint is in relation to the Chief Executive, please write to or email the Chairperson of (name of organisation).
3. The Chief Executive (or Chairperson of the Trust/Society, if appropriate) will then evaluate the complaint, after appropriate consultation, and respond to you in writing, within two weeks of your complaint being received.
4. If you are not happy with the Chief Executive's response to the complaint, then please let the Chief Executive know in writing. The complaint will then be referred to the Trust/Committee for its formal consideration. The Trust/Committee may do its own investigation of the matter and may ask to meet with you.
5. The Trust's/Committee's decision is final and will be related to you in writing.
6. A record of all written complaints and actions taken to resolve them will be kept.

At all times, we will do our best to treat a complainant with respect and to provide safe opportunities for them to articulate the concerns they have.

### **B. Displaying this policy**

This policy will be publicised on our website and on a notice board in our premises.

**Created & approved: April 2009**

**Reviewed annually. Next review:**

