



COMPLAINTS AND COMPLIMENTS POLICY AND PROCEDURE

Policy ACC-011

CONTENTS

Revision History	1
Introduction	2
Complaints	2
Informal stage	2
Formal stage	2
Review Panel	3
Compliments	3

Revision History

Revision	Revision Date	Document Status	Revision Comments	Author	Approved by
	01/07/2020	Document creation		S Shotter / K Gledhill	

Introduction

Aspire Creating Communities (also referred to as Aspire) always strives to provide a high standard of services to everyone we engage with. The ACC-011 Complaints and Compliments Procedure is in operation to enable anyone to be listened to and ensure that any complaints or compliments are dealt with fairly, quickly, appropriately and confidentially.

For further details about confidentiality contact Susanna Shotter, Project Manager on 07542 771518 who will talk you through the appropriate policy.

Complaints

We view complaints positively, knowing they give us the opportunity to improve the quality of our services. It is anticipated that most complaints can be resolved before they reach the formal stage. However, if this is not possible, it is important that fair, accessible and appropriate action is taken.

The process for complaints should follow the following stages:

- Informal (verbal, email, message etc)
- Formal, which would involve a written complaint
- Review or appeal panel

You may wish to elect a colleague, friend or another organisation to support you through the process. We are open to this, unless it would cause a conflict of interest, in which case an alternative person may have to be elected.

Informal stage

A complaint should be delivered verbally to the Project Manager. This complaint would be listened to and addressed by talking to relevant people and producing a solution which is agreeable to all parties (where possible). In the event that the complaint is related to the Project Manager, it would need to be discussed with a trustee.

Formal stage

If you are not satisfied with the explanation and decision made or if you wish to involve a more senior person, then you may make a formal complaint which should be in writing and addressed to the Aspire Creating Communities Board of Trustees.

Email karina@aspirecreatingcommunities.org.uk

Be as detailed as possible about the complaint, giving dates/times of the incident, any other persons involved and how you would like to see this complaint being resolved. You may ask another person to write the complaint with you. These issues will be investigated in full and responded to in writing, outlining our response to the complaint within 3 working days.

If you are not satisfied with the response/decision made you may elect to have a review panel established to investigate the matter further.

Review Panel

The review panel will consist of one manager, one volunteer/staff member and one independent person who shall act as chair. You will be invited to attend the review panel, with a friend/representative if required. The meeting shall be held as informally as possible. The Chair will explain the purpose of the meeting, introduce the members and discuss confidentiality. All members may make written and verbal presentations to the panel. Proceedings will be minuted. People making presentations can be asked questions.

The panel will make recommendations on the complaint to the chairperson within 7 days. The chairperson will then consult with the panel and a decision will be made. This decision will be made known in writing within 28 days of the panel meeting, outlining the reasons for the decision and any action proposed as a result of the panel's review. The decision taken at this stage is final, unless the panel decides it is appropriate to seek external assistance with resolution.

Compliments

We at Aspire Creating Communities enjoy receiving compliments from our service users and partners. If you would like to give us a compliment then this can be done by:

- Speaking to the Session Leader
- Writing to the Session Leader, Project Manager or Board of Trustees
- Posting on social media (see ACC-015 Social Media Policy)

This policy has been formally agreed and adopted by the Trustees of Aspire Creating Communities. This policy will be reviewed yearly by the Trustees who are also responsible for the implementation of this policy.

Policy Number	ACC-015	Signed: 
Policy Title	Complaints and Compliments Policy	
Author (s)	Susanna Shotter / Karina Gledhill	
Date Written	01/07/ 2020	Position:
Review Date	01/07/2021	Aspire Creating Communities Chair of Trustees