

Complaints Procedure Guidance

Organisations should aim to provide a high quality of service in their work. Taking complaints seriously and welcoming feedback on the service that you provide. In order to ensure you are dealing with complaints effectively the following headings may be of some assistance when writing your Complaints Procedure;

Who can make a complaint?

Generally any person who receives a service from the organisation, any of the agencies the organisation works with or anyone who is impacted upon by the services delivered can make a complaint.

How should complaints be made?

You should be clear whether complaints may be made verbally or in writing and how an individual would go about making a complaint.

Response times

Provide information about your response times; detailing by when a telephone call will be returned or a letter acknowledged.

At all stages you should keep the complainant informed as to what is happening with their complaint. If for whatever reason it is not possible to deal with the complaint within the published timescale then the complainant should be informed of this, and a reason given.

Stages of the Complaints Procedure

You should detail what happens in the first instance including how the complaint is recorded. The complaint should be forwarded onto the most senior person in the organisation and the complainant informed of the timescale within which they will receive a response.

Provide information about how the complaint would be progressed if the matter is not resolved within the timescale or within a mutually agreed time.

Training

Staff should be trained in dealing with, and responding to, complaints. Complaints policy training should be included in the induction training for all new staff and in-house training sessions.