



Complaints and Feedback Policy

AIM OF POLICY:

This policy aims to ensure user satisfaction with Doddridge Centre and its services as well as generating information to maintain and improve the quality of Doddridge Centre' services.

We value feedback, both positive and negative on all aspects of our policies, work and services, because we see this as important information to use to develop and change the way we do things so that they meet all our needs. Positive feedback shows us when we are doing things well.

We recognise that sometimes people may feel that the service they have received from us, or tried to receive from us, is unsatisfactory. If anyone is unhappy, they have the right to complain, either formally or informally.

The Doddridge Centre takes complaints seriously. Each complaint is treated equally, will be investigated and dealt with sensitively. The Doddridge Centre will respond to complaints quickly.

Responsibility

It is the responsibility of the Centre Director to ensure that quality services are delivered in accordance with agreed standards and that the Doddridge Centre seeks and responds to feedback. The Centre Director is responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively. All other staff and volunteers (including voluntary Trustee Board members) are expected to facilitate this process.

Eligibility

Anyone using or trying to use the Doddridge Centre's services can make a complaint. This includes potential, current and past users of the services, volunteers, statutory bodies, etc.

However, the Doddridge Centre does not respond to anonymous or abusive complaints.

Complaint Methods

Informal Complaints

Informal complaints are usually verbal complaints made by phone or face-to-face but can be made via email or letter. It is hoped that most complaints can be resolved at this level.

The Doddridge Centre will try to resolve informal complaints by talking to, or meeting with the complainant to listen to and respond to the concerns raised. This will be the responsibility of the most appropriate staff member to deal with the complaint. On some occasions further investigation will be needed. If this is the case the complainant will be informed of the timescales involved before the outcome is fed back to the complainant. This should not take longer than 3 weeks unless there are specific circumstances, which delay investigation.

Staff should ensure that a complaint is recorded. This will hold details of what the complaint was and how it was resolved. These records are kept in order to help the organisation learn from complaints.

At any point in this process the complainant can make a formal written complaint.

Formal Complaints

Formal complaints are written down. Complainants should put their complaint in a letter addressed to the Centre Director. If a complainant does not feel able to write the complaint down a member of staff will do this following a conversation with the complainant. The record of the complaint will then be passed to the Centre Director.

A letter acknowledging receipt of the complaint and advising of timescales for investigation and response will be sent to the complainant within 7 days.

The Centre Director will investigate the complaint. If this is not appropriate because the Centre Director is involved in the matters being investigated a representative from the Trustee Board will be called to lead the investigation.

A response will normally be made within 3 weeks unless there are specific circumstances, which delay or cause a longer investigation.

The Centre Director or Trustee Board member will send a response to the Complainant.

If the complainant is not satisfied with the response

If a complainant is dissatisfied with the response to their complaint they can write to the Chair of the Doddridge Centre Trustee Board outlining their concerns. If the complainant does not feel able to write down their concerns a member of staff can help with this.

The Chair will carry out further investigation or make a final response as appropriate.

Formal complaints and their outcomes should also be summarised on the complaint record form and stored appropriately.

How the Doddridge Centre learns from complaints and compliments

Issues raised through complaints and comments to the Doddridge Centre are discussed at an operational level in staff meetings so that they can inform practice.

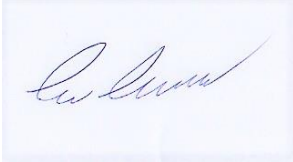
The Doddridge Centre Trustee Board is informed of all complaints and compliments received.

Feeding back on the Doddridge Centre services

The Doddridge Centre has in place a number of ways for users of our services to provide feedback (both positive and negative):

- 1* Letting service users know they can raise issues with members of staff
- 2* Periodic surveys and feedback forms.

The information gained is used in discussions around service delivery and planning.

Authorised on		behalf of the Board of Trustees
Signed: Graham		Croucher Chair of Trustees
Dated:		10/12/2021
Policy valid until:	10 December 2023	Policy to be reviewed on:
		10 December 2022