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**COMMENTS, COMPLIMENTS & COMPLAINTS**

**POLICY AND PROCEDURE 2023**

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**1. Comments**

* All comments should be recorded by the person making the comment to a member of staff, an associate or a volunteer of Connections 2 Independence.
* Staff, associates and volunteers can record any further action they think should be taken.
* Completed forms will be forwarded to the Managing Directors or their representative.
* The Managing Directors or their representative will acknowledge receipt with the originator.
* Copies will be filed in staff, associate or volunteer’s files if relevant.
* Comments will be monitored monthly at management meetings.

 **2. Compliments**

* All compliments should be recorded by the person making the compliment to a member of staff, an associate or a volunteer of Connections 2 Independence.
* Staff, associates and volunteers can record any further action they think should be taken.
* Completed forms will be forwarded to the Managing Directors or their representative.
* The Managing Directors or their representative will acknowledge receipt with the originator.
* Copies will be filed in staff, associate or volunteer’s files if relevant.
* Compliments will be monitored monthly at management meetings.

 **3. Complaints**

The formal complaint procedure has three distinct stages.  These are

* Stage 1 – Formal Notification: Recording, Investigation & Reply
* Stage 2 – Review by Manager
* Stage 3 – Consideration by the Director

Complaint logging

All actions taken to resolve formal complaints should be recorded on our database. A file note should also be made of the outcome of the formal resolution of the complaint for the file.

**Stage 1: Formal Notification: Recording, Investigation & Reply**

There are three parts to Stage1, and these are also relevant to Stages 2 and 3.  These are:

* Recording
* Investigation
* Reply

**Recording**

Upon receipt of a formal complaint the Officer should log the details on the database, complete Part A of the Complaint Form (CF), attach the complainant’s letter of complaint/complaint form, and pass it onto the Service Manager.  The manager will send the complainant a standard acknowledgement letter explaining that the complaint has entered the formal Complaints Procedure. The Monitoring section of the form should be completed using information obtained from the complaint form.

The manager will ensure Parts A & B of the form is completed and will keep a copy of the form and the letter of complaint for monitoring purposes.  The letter of complaint will be attached to the CF and passed to the Investigating Officer (IO).  The IO will be the Director.  However, in all cases the response will be agreed and logged on the database.

**Investigation**

The IO has ten working days for the investigation to be carried out and a reply drafted.  A thorough investigation is required and as such it is likely that the IO will wish to discuss the complaint with the following people as a minimum:

* The complainant
* The Officer who originally dealt with the matter
* Any other staff involved from other teams/departments
* Any external agencies with significant involvement

These discussions should be conducted solely for information gathering purposes.  Once the IO has concluded their investigations, they may find the following:

* The complainant’s complaint is fully justified
* The complainant’s complaint is partly justified
* The complainant’s complaint is not justified
* Further information is required before a decision can be reached

**Reply**

The MANAGER will remind the IO on the eighth day that a reply is due to be sent out within 48 hours.  If a full reply cannot be sent on the seventh day, then an interim or holding reply must be drafted and sent to the complainant with a copy to the MANAGER.  A copy of the full reply must be appended to the Complaints Form.

**Stage 2: Review by Managing Director**

If a complainant is not satisfied with the decision under Stage 1, they can request that a MD review the decision.  An application for review must specify the reasons for the review.  The MANAGER will acknowledge receipt (Stage 2) and pass the request onto the MD who will reply within ten working days. A copy of the reply must be forwarded to the MANAGER.

**Stage 3: Consideration by the Complaints Panel**

If the complainant remains dissatisfied, the final internal stage is for the Complaints Panel to consider the matter.  Once again, any application for consideration by the panel must clearly state the reasons for the matter to be considered.  Again, the MANAGER will acknowledge receipt (Stage 3) and, once considered, the panel will write to the complainant explaining the outcome.  The target for Stage 3 replies is one calendar month.

Stage 3 decision is final.

**Monitoring of complaints**

The MANAGER will monitor all cases to ensure they are completed within the timescales laid down in this procedure. They will also ask and record if given, information relating to age, sex and ethnicity of complainants to help us ensure that policy, procedures and behaviour of staff, contractors or agents are not indirectly discriminating against any section of the population.

The outcome of this monitoring will be reported to the Senior Management Team on a quarterly basis.

**17.****Monitoring and Review of the Policy**

The Compliments and Complaints Policy is a working document that will be reviewed at least once a year and, in addition, on other occasions where Connections 2 Independence is undergoing developmental change.

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| **Version**  | **Amended By**  | **Reason for Amendments**  | **Amendment Date**  |
| 1 | Keaton Pearce | New Policy & Procedure  | January 2020 |
| 2 | Keaton Pearce | Annual Review  | January 2021 |
| 3 | Keaton Pearce | Annual Review | January 2022 |
| 4  | Damien Harrison  | Annual Review  | January 2023 |

**Compliments & Complaints Form**

1. Your Details

|  |  |
| --- | --- |
| Name, including title |  |
| Full Address |  |
| Telephone number(s) |  |
| Email address |  |
| What is your role, or who are you representing? |  |

1. Are you making or raising a

|  |  |
| --- | --- |
| Comment? |  |
| Compliment? |  |
| Complaint? |  |

1. Please give us as much detail about your Comment, Compliment or Complaint. Use another page if necessary.

|  |
| --- |
|  |

1. Please tell us what you would like us to do or what outcome you would like for this?

|  |
| --- |
|  |

Please forward your form to:

**Connections 2 Independence, Unit 16, The Glenmore Centre, Waterwells Business Park, Gloucester, GL2 2AP. info@connections2independence.com**

If you have trouble filling in this form please contact us. Please email to request an electronic version of this form.