

## **Ups and Downs Southwest**

### **Complaints Policy and Procedure**



#### **Policy Statement**

Ups and Downs Southwest is committed to developing the quality of its services. The complaints procedure enables referrers, other stakeholders (e.g., volunteers) and families being supported by Ups and Downs Southwest to make complaints about the service and have their complaints considered.

A complaint, in the context of the procedure, means: "the expression of dissatisfaction with the service provided and the wish to have that dissatisfaction recorded and/or considered for improvement of the service and for the removal of dissatisfaction."

#### **Procedure**

Who this procedure relates to:

- Any member of a family in receipt of support or a service from Ups and Downs Southwest
- Any partner agency in relation to the work of Ups and Downs Southwest
- Other relevant stakeholders e.g., volunteers, supporters, and donors

Who this procedure does not relate to:

- a) Employees of Ups and Downs Southwest; The Complaints Procedure is separate and distinct from the Grievance and Disciplinary Procedures which enables employees to raise grievances in connection with the condition of employment and other employment related matters.
- b) The Disciplinary Procedure is used by the employer when an employee may be in breach of the terms of employment. However, an investigation of complaints may lead to disciplinary issues.

#### **Responsibility of staff and volunteers**

Ups and Downs Southwest staff and volunteers need to be sensitive and helpful to families, and those acting on their behalf, who express a concern. This is part of the Ups and Downs Southwest commitment to a high-quality service. Staff should give information about the Complaints Procedure and help complainants to understand and use it.

Staff and volunteers must advise families who feel that they may have been subject to any discrimination that they also have the right to use the provisions of the Equality Act 2010. There should be no delay in giving this information

since there is a three-month time limit for making applications under the act. However, it is up to the person concerned to decide whether to use that process and it is advisable for them to take specialist advice before proceeding.

The Director/Senior workers within Ups and Downs Southwest are responsible for ensuring the smooth working of the Complaints Procedure.

If the complaint is related to the Director, a designated trustee will be the main point of contact until after the investigation is complete.

#### Time Frame and Recording Requirements

1	Anyone wishing to make a complaint will be informed about this procedure and will be sent a complaint form (appendix 1)
2	If a letter of complaint has been received this will be attached to the complaint form.
3	All complaints received will be acknowledged within 5 working days and a copy sent to the chair of the trustee board. All complaints will be recorded on the Complaints Record form (Appendix 2) and retained.
4	Once the complaint has been acknowledged it will be investigated. Investigators will be appointed and will meet within 15 working days of the complaint being acknowledged. The timescale of resolving the complaint will be confirmed to the complainant as aiming to provide a response within 25 working days. The investigation will commence.
5	Director/senior worker will discuss complaint with the chairperson. The result of the investigation will be shared with the complainant and recorded with the complaint.
6	If the complainant is still dissatisfied a meeting of trustees will be called within 15 days of receipt with the final response being sent after the meeting. Appendix 3 record to be completed and retained.
7	The board of trustees will be notified of all complaints, and all follow up actions.

Date policy adopted.....

Signature.....

Print Name.....

**Appendix 1:**

To be completed by the complainant (or attached to complainant's letter of complaint). Please note that if the complainant is being assisted, please confirm that you have their permission to make this complaint on their behalf.

U&D Office:	Complaint No.
Name and Address of Complainant	If acting on behalf of the complaint, please give your name and address as well as the person you are assisting.
Name:	Name:
Address including postcode:	Address including postcode:
Telephone No:	Telephone No:
I give permission for ..... To make this complaint on my behalf Signed.....	I confirm that I have permission to make this complaint on behalf of ..... Relationship to the complainant:  Signed.....
Date: Details of complaint	

(expand or continue on a separate sheet if necessary)

## Appendix 2:

To be completed by the relevant person in the service (usually the Director or senior management)

U&D Office:		Complaint No.
Name and Address of Complainant		
Content of Complaint		
Unhappy about staff or volunteer attitude		
Unhappy with the quality of service		
Discrimination		
Lack of response to requests or messages		
Other		
<b>Stage One</b>	<b>Dates</b>	
Complaint received		
Complaint acknowledged		
Complaint recorded		
Copy to chairperson		
Written response sent to complainant		
<b>Stage Two</b> (if applicable)	<b>Dates (or name *)</b>	
Reply by complainant		
Reply acknowledged		
Reply recorded		
Copy to chairperson		
Investigation commenced		

Name(s) of person(s) investigating	
Written response sent to complainant	

### Appendix 3

Stage 3: to be completed if complainant still dissatisfied after outcome of investigation:

Meeting of trustees with final response sent to complainant after meeting.

U&D Office:		Complaint No.
<b>Action</b>	<b>Completed</b>	<b>Date</b>
Name and Address of Complainant		
Written dissatisfaction acknowledged		
Written dissatisfaction recorded		
Copy to chairperson		
Special meeting – notices sent		
Special meeting – date help		
Written response sent to complainant		