

Shining Cliff Centre CIC

Compliments and Complaints

Policy and Procedure

1. Our Aim

Shining Cliff Centre CIC is committed to providing a quality service and working in an open and accountable way that builds trust and respect.

One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff, contractors and volunteers should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

3. Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and feedback is given to the staff, contractor and/or volunteer involved.

4. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

5. Responsibilities

Shining Cliff Centre CIC's responsibility will be to:

- acknowledge the formal complaint in writing;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.
- respond in writing (if requested) to the complainant setting out the findings of the investigation into the complaint and any resulting actions as soon as possible but within 28 days of the complaint being made;

A complainant's responsibility is to:

- bring their complaint, in writing, to Shining Cliff Centre CIC's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a session leader or staff of Shining Cliff Centre CIC;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Shining Cliff Centre CIC a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Shining Cliff Centre CIC's control.
-

6. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Shining Cliff Centre CIC maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to

maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

7. Complaints Procedure:

Written records must be made by Shining Cliff Centre CIC at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the member of the public should be advised that a formal complaint may be made and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, to make this explanation.

- a) A formal complaint can be made either verbally or in writing. If in writing the attached form on page 5 should be used. If verbally, a statement should be taken by a member of staff.
- b) In all cases, the complaint must be passed on to Kate Tuck. In the event of a complaint about Kate Tuck (company director) the complaint must be passed on to Hayley Marshall (company director).
- c) The company director, depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.
- d) One of the above will investigate the complaint. Any conclusions reached should be discussed with the person involved.
- e) The person making the complaint will receive a response based on the investigation within 28 days of the complaint being received. If this is not possible then a letter must be sent explaining why.

Stage 3

- a) If the complainant is not satisfied with the above decision then the complaint will be discussed with the company directors.
- b) The company directors will examine the complaint and may wish to carry out further interviews, examine files / notes. They will respond within four weeks in writing. Their decision will be final.

A written record of the complaint will be kept in the safeguarding file for 3 years, with the nature of the complaint, the investigation outcome and any action taken all being recorded.

8. Complaints Procedure for colleagues:

In the event of a dispute between staff/contractors/volunteers at Shining Cliff Centre CIC the use of a local workplace mediation service will be considered if the complainant and Shining Cliff Centre CIC both agree that this is appropriate.

SHINING CLIFF CENTRE CIC COMPLAINTS FORM

You may use this form to make a suggestion or to make a complaint about Shining Cliff Centre CIC.

Please email the completed form to shiningcliffhostel@yahoo.com. If the complaint is about Kate Tuck, please email the completed form to the same email address but include 'C/O Hayley Marshall, Director, Shining Cliff Centre CIC' in the email subject.

We would like you to return this form as soon as possible.

Your Name

Address

.....

Telephone

Email

Date of incident

Approximate time of incident

Suggestion / Complaint

What action would you like to be taken?

What times are convenient for you to have an appointment to discuss this?