

Name of organisation

Compliments, Feedback and Complaints Policy

Name of organisation is committed to providing a quality service for the *work of the organisation*. We welcome feedback about our work.

A. Compliments

Compliments about the service we provide are always welcome, whether in person, over the phone, via email or in writing. They help us get a clear picture of the impacts of our work and thus help us set our future direction.

It's especially useful when the feedback tells us specifically about the difference our work has made to the person providing the feedback and the community organisations they are involved in. When we know what works well, we can make sure we keep doing it.

We also welcome thoughts on what we can improve or on further services we can offer.

Acknowledgement

Name of organisation will acknowledge assistance, information and feedback that we receive from community agencies in our sector. We will do that in various ways such as noting our thanks in our *newsletter*, by writing a letter of thanks, by offering a discount where applicable or in other ways we feel are appropriate.

Complaints

The process outlined below is intended to promote common sense and prompt resolution of complaints about the Trust, one of our staff members, our services or decisions.

1. If you would like to make a complaint, please do this first with the person who provided the service, so that there is an opportunity to discuss the matter and come to a quick resolution. This way, both parties have an opportunity to understand all the issues and learn from them.
2. If you do not feel satisfied with the initial steps taken to resolve the complaint, please write to or email the Manager or Chief Executive, providing as much detail as possible about the complaint. If the complaint is in relation to the manager or Chief Executive, please write to or email the Chairperson of the Trust.
3. The Manager or Chief Executive (or Chairperson of the Trust, if appropriate) will then evaluate the complaint, after appropriate consultation, and respond to you in writing, within two weeks of your complaint being received.
4. If you are not happy with the Manager or Chief Executive's response to the complaint, then please let the Manager or Chief Executive know in writing. The complaint will then be referred to the Trust for its formal consideration. The Trust may do its own investigation of the matter and may ask to meet with you.
5. The Trust's decision is final and will be related to you in writing.
6. A record of all written complaints and actions taken to resolve them will be kept.

At all times, we will do our best to treat a complainant with respect and to provide safe opportunities for them to articulate the concerns they have.

B. Displaying this policy

This policy will be publicised on our website and on a notice board in our premises.

Policy approved at meeting of name of organisation (date).

Date reviewed and approved:

Next review: