

COMPLAINTS POLICY

Droxford Community Hub (DCH) CIC

Registration no. 11937091

POLICY STATEMENT

DCH is committed to providing a high quality service for its customers, within the resources available. DCH is also committed to responding to complaints from any customer in a timely manner.

DCH will ensure that its complaints system:

- is easily accessible and understandable
- provides an effective means of allowing service users or their representatives to complain about the quality or nature of services offered by DCH
- is independent - all investigations will be carried out by individual(s) not directly connected with the complaint
- thoroughly and fairly investigates complaints within set time-scales
- keeps complainants informed of progress
- provides an effective response and appropriate redress
- provides feedback to the DCH committee so that areas of dissatisfaction can be improved
- is fully understood by all staff
- where possible the identity of the person making a complaint will be made known only to those who need to consider the complaint

Making a Complaint

In order to be as flexible as possible DCH is prepared to accept a complaint made to the relevant staff in the following formats:

- In person
- By telephone
- By letter
- By email

For contact details, please see <http://Wilfrids.org>

The Complaints Policy has three levels:

- **First level / stage 1**

Many complaints can be dealt with quickly and satisfactorily at this stage. Initially the user will discuss the matter with the volunteer involved in delivering the service. The volunteer will at the outset try to determine what outcome the customer is seeking and will ensure that all steps are taken to resolve the complaint at the first point of contact. The volunteer will endeavour to find a satisfactory solution and will keep the hub shift leader informed of the complaint and outcome.

At the end of stage 1, complainants will be told that if they are not happy with the outcome of their complaint, they can invoke Stage 2 of the complaints procedure.

- **Second level / stage 2**

Stage 2 is initiated by contacting the DCH Board in writing (letter, or email). The Chairman will investigate the matter and will normally give a full written reply within ten working days of receiving the complaint.

At the end of stage 2, complainants will be told that if they are not happy with the outcome of their complaint, they may have the matter reviewed by a panel elected from the DCH Board (stage 3).

- **Third level – stage 3**

If the complaint has not been settled to the satisfaction of the user at stage 2 the customer should request the matter be reviewed by a panel of the DCH Board. The panel will consist of three people who will review the complaint and previous decision of the Chairman. The Panel will be convened by the Chairman of DCH (or a Committee member appointed by the Chairman) who will make the necessary arrangements to assemble the panel and provide the appropriate background information and personnel in order to come to its decision. Wherever possible, the panel will be convened within 15 working days of the request for a review being communicated. The panel will endeavour to provide their decision in writing to the user within 5 days of their decision.

Date approved.....

Signed.....

Name..... **Position**.....

Date of Review.....