

Introduction

Complaint or Feedback?

Basically, we want to receive general feedback on all our services or commissioned contracts. There will be many occasions when members and community members can give the staff valuable feedback or comments on our services. However, a complaint is more serious. The key difference between comment and a complaint is that should anyone make a complaint they will expect the organisation to do something about it, and not just listen.

If you as an organisation member or community member are unhappy with any aspect of the service you receive through Spring North or one of our commissioned services, we want to hear about it as soon as possible.

It is important for us to attempt to respond to any issues or challenges politely and promptly, however we understand there will be occasions when this is not possible, and a more formal response and support is required/sought.

How Spring North will respond to a complaint

1. A member of staff will listen and take notes of what you are saying. This will be a confidential discussion and will always take place in private.
2. We will take your complaint seriously and respond to it quickly and fairly.
3. All complaints will be treated in confidence and information passed on to others on a strictly "need to know" basis.
4. Where appropriate we will help you with a complaint e.g. a member of staff will help you to record the complaint, and give you a copy of what has been recorded.

Staff Issues

If a member of staff is the subject of complaint they will be informed as soon as possible. Before being interviewed they will be given a written copy of the complaint.

It may be difficult making a complaint against a member of staff, but please remember if you think the organisation has a problem we need to know.

This is what we will do if you make a complaint:

1. All complaints will be acknowledged in writing within 7 days.
2. We will inform you of the time scales, what will happen next etc.
3. The organisation will investigate your complaint and let you know in writing, what we think and what our recommendations are within 21 days of acknowledgement.
4. A nominated member of the team will carry out this investigation.

Appeals

If you are unhappy with the decision, you have the right of appeal to: The Chief Executive Spring North Ltd, 1 Exchange Street, Blackburn. BB1 7JN.

The complaint and resulting recommendations will then be reviewed by a panel of representatives from our Charity board. You will receive the outcome of appeal within 14 days of appeal acknowledgement date.

Monitoring Complaints

The organisation will monitor all complaints and look at the number of complaints, the category of complaints and the outcome of those complaints.

Complaints Policy - Staff Check List

- If someone wants to complain always see them in a private office. Treat them politely and positively, make them feel comfortable.
- Explain that we have a complaints policy and how it works.
- Most importantly listen to what they have to say.
- Make notes of the complaint.
- Help the person to put the complaint in writing if necessary.
- Try to pull together the key points and check with the person that you have understood their points.
- Try and clarify the complaint. What exactly are the issues involved?
- Treat all information in confidence, share only with your line manager.
- Try and decide what does the person want to happen as a result of making this complaint.
- Record in the complaints log.
- Make sure that the person making the complaint receives confirmation in writing and that this letter includes a thank you, a summary of the complaint and informs them what will happen next and when.
- Make sure the complaint is investigated fully.
- Inform the person making the complaint of our decision and let them know how to appeal if they are not happy with this decision.



Signature:

Date: 24.10.2023

Review date: 24.11.2024