



WESTBURY

COMPLAINTS POLICY & PROCEDURE

Policy Statement

Crosspoint (Westbury) aims to provide a service of an acceptable standard to all clients. Failure to do so should be brought to the attention of the directors so that the specific issue can be dealt with appropriately and steps taken to avoid a repetition in the future.

This policy sets out the procedures to be followed on the receipt of a complaint from a client or member of the public.

Complaints are likely to be in one or more of the following areas:

- Dissatisfaction with the service, such as inadequate work, unacceptable delay, failure to deliver the promised service, inappropriate advice;
- Discourtesy, rudeness or unhelpfulness on the part of volunteers.

Procedure

Submitting a complaint

Complaints may be made verbally or in writing to any volunteer within Crosspoint (Westbury). On receipt of a complaint, the volunteer should direct the complaint to a Trustee.

The complainant will be asked to provide as much detail about their complaint as possible and where appropriate, relevant documentation should be attached. The complainant may be assisted by a colleague.

The complaint will be acknowledged within seven days of its receipt. Every attempt will be made to give the complainant an indication of when a response can be expected.

Responding to a complaint

Crosspoint (Westbury) will investigate the complaint in a thorough and timely manner.

The Trustee investigating the complaint will investigate the circumstances leading to the complaint. This may include (but not exclusively):

- Having further discussions with the complainant, either face to face or by telephone. A record of the discussion should be made and the complainant asked to sign the record to indicate it is an accurate record of the discussion
- Speaking to other volunteers to explore any issues surrounding the complaint
- Examining any records held by Crosspoint (Westbury) that relate to the complaint and may have a bearing on the complaint.

A written record will be sent to the complainant, setting out what investigations have taken place and what action, if any, is proposed to resolve the concerns. This will normally be within twenty days of receipt of the original complaint. If the investigation into the complaint is likely to exceed this time limit, the complainant should be kept up-to-date with the progress being made.

In the event that the complainant is not satisfied with the response, they should write to the Chair of the Board of Trustees stating clearly the reasons for their dissatisfaction. The Chair will invite another colleague to investigate the concerns. The nominated colleague will discuss the concerns with the complainant, either in a face-to-face meeting or on the telephone. A record will be made of the discussion and the complainant asked to sign the record to confirm that it is an accurate reflection of the discussion.

Once the complaint has been thoroughly reconsidered, a written response will be sent, setting out what investigations have taken place and what action, if any, is proposed to resolve the concerns.

The decision made, after taking into account all the information, will be considered as final.