



Statement of policy approved by Trustee board on 18 Nov 2019

Next review due- November 2021

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Our Complaints and feedback policy is to:

- Provide a simple, open and fair procedure enabling service users, staff and volunteers to:
 - Bring matters concerning the care and facilities to the attention of the charity,
 - Challenge decisions made by staff where they are considered to be unfair, unjust or discriminatory.
- Complaint forms should be readily available from staff who should not attempt to discourage genuine grievances
- Minor issues should be resolved informally and quickly
- Enable complainants who feel their complaint is unresolved having exhausted the procedure set out hereafter, to appeal to the Trustees to review the handling of the complaint
- Obtain regular feedback from service users to improve the service provided.
- Learn from genuine complaints which are upheld so that the service can be improved

Overall responsibilities for the Complaints and feedback of this policy:

The Chief Executive officer (CEO) is responsible for ensuring that people who have a genuine complaint are able to implement the correct procedure promptly and with confidence of a fair outcome.

The person(s) in charge of day to day responsibilities:

The Operations Manager will be informed of all complaints and ensure they either they or a member of staff progresses the complaint or grievance to a satisfactory conclusion of each stage as soon as is possible. The CEO must be informed where no satisfactory conclusion is reached within 3 days of reaching such a conclusion.

If either CEO or the Operations Manager are the subject of a complaint, stage 4 of this procedure may be implemented at the discretion of the Chair of Trustees.

Each stage of the following Complaints Procedures should be available to the complainant if no satisfactory resolution is achieved by the end of each stage:

Stage 1 Informal feedback – complaints and compliments

- Service Users, staff and volunteers should have a feedback and complaints form included in their Welcome/Induction Pack.
- feedback can be both positive and negative. At this stage anonymity can be preserved if desired
- feedback whether positive or negative will be discussed at Manager's monthly meetings and will help shape service delivery in the future.
- If further communication with persons giving feedback is required this should be prompt, clear and reasons given for decisions or failures in the service



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Stage 2 submit the complaint in writing :

If a complainant is not happy with the outcome of Stage 1 they can put their grievance in writing. Staff will provide information and assistance or help find someone to help do this if necessary. Complaints should be:

- Written as clearly and concisely as possible, outlining the reason for the complaint or grievance and stating any disadvantage which may have resulted.
- If the letter is written on behalf of the complainant state the capacity in which help has been given and the expectation of the advocate's involvement in the procedure.
- Letters should be handed or posted to the Operations manager who will acknowledge receipt in writing within 3 working days.
- The complaint or grievance will then be investigated within 10 working days, and a response sent to the complainant and advocate proposing how the matter will be dealt with.
- If it is not possible to deal with the complaint within this timescale, a letter setting out the action taken so far and a time scale given in which the complaint is expected to be resolved.
- After a full investigation the complainant will be informed in writing about the outcome of the investigation and what redress (if any) is proposed.

Stage 3 ask for a meeting with the Chief Executive Officer

If the complainant is not satisfied with the outcome of the investigation the Chief Executive Officer (CEO) should be promptly informed by the Operations Manager and:

- Conduct a review of the investigation within 10 working days of being informed that the complainant is not satisfied with the proposed resolution.
- Following the investigation by the CEO the Complainant should be invited to a meeting with the CEO and may bring their advocate with them.
- Should no satisfactory resolution then be agreed, then the CEO will invoke the appeal procedure.
- In the unlikely event that an outside Authority has become involved with a complaint, the CEO will discuss a response with the Chair of Trustees within the investigation time scale above.



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Stage 4 the Appeal procedure

If the complainant is still not satisfied with the outcome of the investigation this stage can then be implemented.

- Write to the Chair of Trustees at CHESS explaining why the complaint or grievance has not been resolved satisfactorily.
- The Chair of Trustees will allocate one of the Trustees or themselves to conduct further investigations and report as to whether:
 - the outcome of the investigation is fair,
 - and/or an apology or further redress is required
- If the Trustees consider it necessary to have a meeting a date and venue will be set for both CHESS management and the complainant to put their case.
- An agreed advocate may also attend the appeal to support the complainant.
- After the appeal meeting the trustees will prepare a written statement which will be sent to the complainant and the CEO within 14 days of the Appeal meeting (or implementation of this stage if no meeting is considered by the Chair of Trustees to be necessary), setting out the opinion of the Trustees on the facts and submissions.

If this procedure is required in a different language or format please advise a member of CHESS staff.

A copy of this procedure (pages 1-3) should be given to each service users on admission for accommodation other than the Winter Project where service users should be advised of the procedure and given a copy on request.