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## Comments, Compliments and Complaints Procedure

CHES Homeless is committed to providing high quality services that meet the needs of single homeless individuals within Essex. Your feedback provides us with valuable information on our performance and assists in improving our services.

### Aim

The purpose of the Comment, Compliments and Complaints procedure is to:

- Provide a simple, open and fair procedure enabling service users, volunteers, and stakeholders to:
  - Bring matters concerning the support, services and facilities to the attention of the charity.
  - Challenge decisions made by personnel where they are considered unfair, unjust, or discriminatory.
- Ensure minor issues are resolved informally and quickly.
- Enable complainants who feel their complaint is unresolved having exhausted the procedure set out hereafter, to appeal to the Operations Manager, or in their absence the CEO to review the handling of the complaint.
- Obtain regular feedback from service users and volunteers to improve the service provided.
- Learn from genuine complaints which are upheld so that the service can be improved.

### Overall responsibilities for this policy:

The Chief Executive officer (CEO) is responsible for ensuring that people who have a genuine complaint can 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 feedback and, in the case of complaints, ensure they or a delegated member of staff progresses the complaint to a satisfactory conclusion at each stage.

The CEO must be informed where no satisfactory conclusion is reached with no delay. This will normally be within 3 days of reaching such a conclusion.

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

Each stage of the Complaints Procedure must be available to the complainant if no satisfactory resolution is achieved by the end of each stage.



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## **How to submit your comments and compliments**

You can feedback in the following way:

- using the form attached to this document
- In person
- By telephone, letter or email.

## **Implementation**

All service users and volunteers will be given a copy of this procedure on entry or engagement with a CHES service and the document is available on our website: [CHESHomeless.org](http://CHESHomeless.org)

## **Logging of Comments, Compliments and Complaints**

All service user feedback and complaints will be recorded on CHES's client management system as a CCIA record (Complement, complaint, Incident and Accident), with notes of all investigations, actions, and review outcomes as the procedure below is followed.

Feedback and complaints from other stake holders will be logged and stored electronically using an Operational Comment, Compliments and Complaints Form with notes of all investigations, actions, and review outcomes as the procedure below is followed.

The complainant should be aware that details of complaints may be required by funders as part of monitoring service delivery and quality.

## **Comments and suggestions**

You may have an idea for improving our services. If you do, we would like to hear about it. We will acknowledge your comments or suggestions and let you know how we will use them or explain why we are unable to.

## **Compliments**

You may want to congratulate us or an individual staff member for a job well done, or a service provided. We will share your views with those involved and encourage others to follow similar ways of working. Commendations for work well done will also be acknowledged within our team meetings.

## **How to submit a complaint**

We realise there may be times when things go wrong and you may not be satisfied with the service you receive. CHES expects the highest standards of conduct and integrity from all those who work for it, whether directly employed, those volunteering or as contractors. We will investigate any allegations that these standards have been breached. We take all complaints seriously and we are keen to resolve your concerns.



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It is important to provide as much information as possible so we can deal with your complaint promptly. This must include:

- The location/site of the subject of your complaint
- Relevant dates
- Names of any CHES staff involved
- Where our service failed to meet your expectations
- What you would like us to do to put things right
- Your name and contact details (unless you would like to make a submission anonymously. In this instance we will be unable to give you feedback)

### **How we handle complaints**

If you have a complaint, you should:

#### **1. Talk to the relevant support worker, service co-ordinator or duty staff member.**

Staff in the service will understand the nature of your complaint and will work with you to resolve the concern informally.

Who should you speak with:

- Service users in accommodation- Support worker
- Service users not in accommodation- Outreach worker or relevant project worker
- Volunteers – Volunteer Co-ordinator
- Other stakeholders- Contact staff member in CHES or via email to [Complaints@chesshomeless.org](mailto:Complaints@chesshomeless.org) - All complaints submitted to this email address will be directed to the appropriate staff member.

#### **2. Make a Formal Complaint (Stage 1)**

If a complainant is not happy with the outcome of an informal complaint, they can put their complaint in writing and submit via letter or email. Staff will provide information and assistance or help find someone to support you to do this, if necessary. Written complaints must contain:

- All the details in the 'How to submit a complaint section'
- Your signature

If the letter is written on behalf of the complainant, it must state the capacity in which help has been given and the expectation of the advocate's involvement in the procedure.

Your complaint will be passed to the manager responsible for the service.

- We will contact you to let you know we have received your complaint within three working days and informing you of the name or job title of the individual handling the complaint, accompanied by a copy of this complaint procedure.



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- The department will investigate your complaint and will send you a written response within ten working days of receiving your complaint. If you ask us to deal with an issue that does not fall within our complaints procedure, we will let you know what other options may be available to you.
- If it is not possible to deal with the complaint within this timescale, a letter will be sent, 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.
- We will also let you know about Stage 2 of the procedure if you are not happy with the response.

### **3. Ask for a Review of your Complaint (Stage 2)**

The purpose of Stage 2 is to ensure that everything you raised in your original complaint has been looked at in detail and correctly addressed and, if not, to make sure that this now happens.

- If you are not satisfied with how your complaint was handled or the decision made, you should let us know by writing to the Operations Manager. If the complaint relates directly to the conduct of the Operations Manager, the review will be carried out by the Chief Executive Officer.
- In the letter you should let us know why you were not satisfied with either the way we handled your complaint at Stage 1 or the response we gave you.
- The Operations Manager (or CEO) will acknowledge your letter within three working days.
- The Operations Manager (or CEO) will review the Stage 1 investigation and any additional information, and you will be sent a written response within 20 working days of receiving your letter setting out the facts and the decision that has been made.

### **Investigation Meetings**

If it is considered necessary to meet with you at any point in the formal complaint process, a date will be sent, and you will be told where and when the meeting will be held and who will host the meeting. You can bring someone to the meeting to support you (a friend, advocate, support worker or family member), and you should let us know before the meeting who that person will be.

### **Referral to other regulatory Bodies**

Fundraising- If your complaint is about how we have asked for donations or how fundraisers have behaved you may also complaint to the Fundraising regulator here: [fundraisingregulator.org.uk/complaints](http://fundraisingregulator.org.uk/complaints)

Serious breaches in the charity- If your complaint concerns CHES doing the following you should raise your concern with the Charity Commission:

- not doing what it claims to do
- losing lots of money



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- harming people
- being used for personal profit or gain
- being involved in illegal activity

The Charity Commission details can be found here: [charitycommission.gov.uk/raising-concerns/](https://charitycommission.gov.uk/raising-concerns/)

**What our Complaints procedure does not cover**

Our complaints procedure does not cover where other rights of appeal exist e.g. against an eviction or employment decisions.



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## Comments, Compliments and Complaints Form

<b>Full Name</b>		<b>Telephone Number</b>	
<b>Room No if in accommodation</b>		<b>Email Address</b>	
<b>Address</b>			
<b>Please indicate if this is a comment, Compliment or complaint</b>	Comment		
	Compliment		
	Complaint		
<b>Please indicate how you interact with CHES</b>	Service User		
	Volunteer		
	Contractor		
	Other		
<b>Details of your comment, compliment or complaint.</b>			
<b>Please let us know relevant details</b>			
Name or service/activity and/or location			
Name of staff member			
<b>What action would you like us to take?</b>			
<b>Signature</b>		<b>Date</b>	

Please return this form to:.

CHES Homeless  
200 New London Road  
Tel: 01245 281104

Email: [feedbackandcomplaints@cheshomeless.org](mailto:feedbackandcomplaints@cheshomeless.org)



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DOCUMENT CONTROL

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