



CRYSALYS

FOUNDATION

**COMMENTS, COMPLIMENTS
AND COMPLAINTS POLICY**



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Date: April 2020

Review Due By: March 2021

Lead Role/Manager: Chair

Others involved in implementing: Board of trustees

PURPOSE

The charity seeks to maximise its performance particularly in relation to the delivery of its priorities, targets and services. This complaints handling procedure is a key step within this process.

WHAT TO DO AT EACH STAGE

1. 'Comments, Compliments and Complaints leaflet

- a. Any fixed access points will include a 'Comments, Compliments and Complaints' leaflet and box for people to post them in.
- b. The website will display the 'Comments, Compliments and Complaints' leaflet.
- c. All access points will encourage beneficiaries to comment on Crysyls using appropriate techniques as practically possible e.g. display, polling booth and graffiti boards.
- d. All comments, compliments and complaints received will be noted on these leaflets (including those received via email, telephone or social media) either by the person making the compliment, comment or complaint or by the member of staff receiving the information.
- e. All completed initiated correspondence will be timed and dated and passed immediately to the development manager (manager and main contact).
- f. Comments, compliments and complaints will be responded to within 5 working days of receipt by the main contact. Only leaflets with valid contact details can be responded to.
- g. The board will ensure there is a designated person to deal with comments, compliments and complaints if the main contact is absent for more than 5 days.
- h. The interim development manager will inform the board of trustees:
 - Immediately on receipt of a formal complaint
 - At least annually regarding all comments and compliments

2. Complaint resolution

- a. The development manager will speak to the complainant and identify the key issues (if the issues are clear a letter responding to these may be more appropriate at this stage).
- b. The manager will talk to all relevant parties and seek resolution.
- c. If resolution is not possible then the complaint will be forwarded to an appropriate member of the board.
- d. If resolution is not possible then the complaint will be forwarded to the Deputy Chair.
- e. If resolution is not possible at this stage then the complaint will be forwarded to the Chair.
- f. If an internal resolution is not reached, the complainant may choose to pursue external routes of complaint. If this occurs, the board shall comply with all regulatory or authorised bodies (such as the Charity Commission).
- g. The resolution when reached will be documented with/on the 'Comments, Compliments and Complaints' leaflet.
- h. Board of trustees to receive an annual report in March each year, with regard to any information received.

3. Safeguarding

Where a complaint concerns issues of alleged neglect or abuse, someone not directly working in or managing the service area receiving the complaint will investigate this. The complaint/concern must be escalated immediately by the manager of the area receiving the complaint to the Designated Safeguarding Officer for investigation. Please refer to the policy for Safeguarding Children Policy (child protection) and the policy for Safeguarding Adults at Risk Policy.

APPENDIX I – Comment, Compliment or Complaint Form



Comments, Compliments and Complaints

TELL US WHAT YOU ARE THINKING!

We would like to hear from YOU!

We aim to provide the best possible service at all times. We welcome your views. This form can be used to comment, compliment or complain. It helps us to know what people think about the services we provide or arrange. We would like to have your views as to whether you are happy or unhappy in any way with our services.

You may use our services, or be a parent, carer, relative or friend of someone who does. We would like to hear from you if you are happy with the service we provide or arrange.

If you have a complaint we will do all we can to respond quickly and explain the results to you.

When making a comment, compliment or complaint you should give as much detail as possible and we will get back to you within 5 working days.

Date Completed		
Name		
Address (including postcode please)		
Contact Number		
Email		
Comment, Compliment or Complaint? (Please tick one ONLY)		
Comment	Compliment	Complaint
Please write details of your comment, compliment or complaint below		

Please return forms to: gossyatgreenslades@gmail.com