

REG COMMUNITY SUPPORT TRUST - Complaints Policy

Integrity and commitment

REG COMMUNITY SUPPORT TRUST is committed to continual improvement of its services and facilities. It recognises that complaints are an important tool for addressing problems and will endeavour to ensure that all complaints are investigated and acted upon fairly.

Generic complaints by clients/ user group/ volunteers or fellow colleagues can be raised with any member of staff, either verbally or in writing. The member of staff will either respond or refer the complaint to a more senior member of staff for investigation. Following investigation, a response will be made in writing setting out the nature of the complaint, the outcome of the investigation and any proposed actions as a result of the complaint. If the complainant is not satisfied with the response the person dealing with it should refer the complaint to the Senior Manager. Any complaints that cannot be satisfactorily resolved by the Senior Manager will be referred to REG COMMUNITY SUPPORT TRUST Management Committee whose decision will be final.

In the event that the nature of complaint made to a staff member is directed in regards to themselves then it is expected that the staff member accordingly considers the merit of the nature of complaint raised with them and thereafter should ensure that they take note of matters raised. However, if the staff member considers the complaint against themselves to be unwarranted and without substance, he/ she is to avoid conflict and resolve the matter amicably, staff members in this instance should consider advice and clarity from their Line Manager.

Records

Any member of staff receiving a complaint must record the nature of the complaint, what action was taken and whether the outcome was satisfactory to the complainant. This record must be forwarded to the Senior Manager. The Senior Manager will annually review the complaints received to evaluate the effectiveness of the complaints procedure and ensure that it is being properly adhered to.

Anonymous Complaints

Anonymous complaints about general matters or service delivery are welcome as REG COMMUNITY SUPPORT TRUST firmly believes in continual and constant improvement. In the instance of specific anonymous complaints against individuals- these will only be investigated if they involve serious allegations such as abuse.

This policy has been approved for issue by the board of trustees of REG COMMUNITY SUPPORT TRUST and is subject to change as and when the trustees see fit.