

Policy Document Control

Policy Name: Comments and Complaints Policy

Policy Creator:

Department: Human Resources

Date: 24/09/13

Prepared By

Document Owner(s)	Project/Organisation Role
Joanne Harper	Operations Manager

Policy Document Version Control

Version	Date	Author	Change Description
V002	24/09/13	Jo Harper	Changes to process and responsibilities
V002	1/10/2014	Carol Gatehouse	Review
V003	28/09/15	Carol Gatehouse	Additions to flow charts
V004	06/04/19	K.Hewitt	Review and update

Policy Document Approval

Version	Date	Name	Signature

Comments and Complaints Policy

1.0 Policy

Gateway Family Services CIC (Gateway) aims to provide consistently high quality services to its service users and maintain strong working practices for its. We do, however, recognise that this may not always be achieved and we need to know when our services do not meet expectations so that we can do something about it.

Equally we welcome feedback and comments, both positive and negative recognising that these also help us improve and grow. Comments can be fed into the organisation either in writing (email or letter) or over the phone but they will not be formalised in the way a complaint would. Please send comments to info@gatewayfs.org or telephone us on 0121 456 7820.

2.0 Complaints Procedure

All complaints received either in writing or on the telephone should be directed in the first instance to the relevant Manager or Coordinator (relevant being the person who is responsible for the area of work or team of staff the complaint relates to). If the relevant Manager or Coordinator is not available then the complaint should be forwarded to an alternative Manager or Coordinator.

If a complaint concerns a Manager or Coordinator the complainant (the person raising the complaint) may feel more comfortable raising it with a different person. In this situation it should be escalated to the Head of Operations (HoO) in the first instance or to the Chief Executive (for example if the Head of Operations Manager is not available).

Complaints should be submitted in writing, so by letter or email and for the avoidance of any confusion should be referred to as “a complaint”. Complaints can be raised via a telephone conversation although it is likely that the complainant will be asked, if they are wishing to proceed with the complaint, to put some brief follow up information in writing for verification purposes. If the complainant is going to find this limiting, for example if they do not have access to the internet or due to a disability or learning need they find written correspondence difficult, they should flag this and Gateway can ensure alternative arrangements are made.

Once received all complaints must be acknowledged within 48 hours of receipt. All complaints must be logged and allocated a formal complaint number, which must be quoted on any written correspondence.

Gateway aims to resolve issues as quickly as possible but it is likely most complaints will require a level of investigation and depending on the level of depth required the

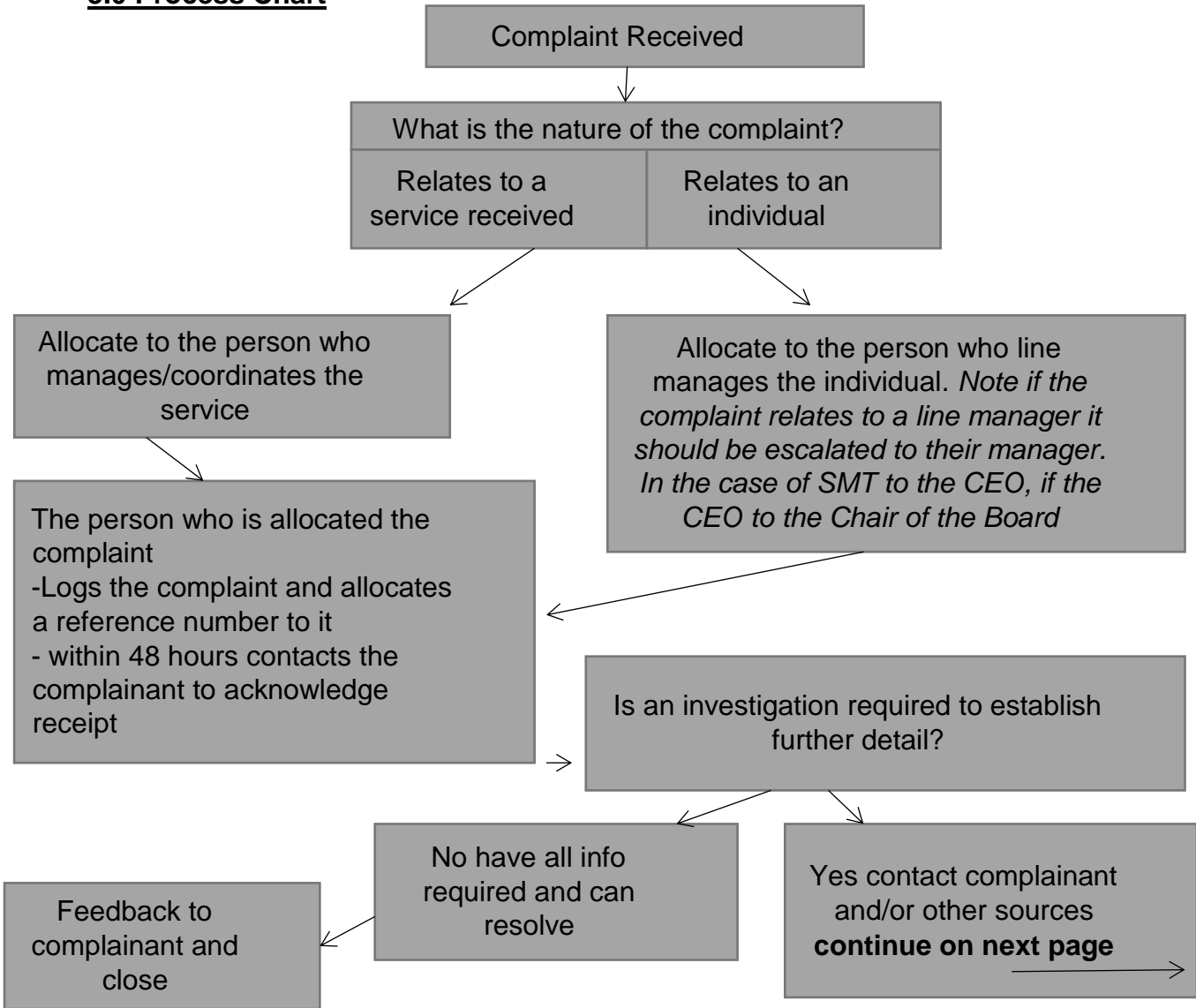
time needed will vary. It may also be necessary to come back to the complainant for further information/clarification to assist with the investigation.

Feedback will be provided to the complainant within 20 working days of submission. What has happened as a result of the complaint will be discussed and any changes/recommendations made as a result fed back.

All correspondence must be saved electronically in designated complaints file on the Shared Drive using the log number for identification purposes and stored in line with the companies Data Protection Policy, for example any confidential documents being saved electronically in restricted folders

The Management Team will regularly review the Complaints Log to seek trends and provide solutions to take forward to the Senior Management Team. The Head of Operations will oversee the complaints log and ensure that any corrective action or service improvement, as identified through the investigation, is implemented immediately.

3.0 Process Chart



Process chart continued:

