

COMPLAINTS PROCEEDURE

Grandparents' Association aims to give the best possible service to members and users of our services. Occasionally this can go wrong and the service user would like to complain. We will always take any complaint seriously and will try to deal with any complaint as amicably and swiftly as possible.

All complaints will be entered into the complaints book, which is held in the general office at Moot House. The entry will show the date that the complaint was received, the issue, the action taken, and the initials of the person entering it. Anyone making a complaint will immediately be sent a copy of the Grandparents' Association leaflet '*If you need to complain*'

COMPLAINT **AGAINST MEMBER OF STAFF/VOLUNTEER**

Step 1

On receiving a complaint the service user will be encouraged to approach the person with whom they have been in contact. This can be done informally by telephone and is the best way to try to settle any misunderstanding. All such contact must be recorded in the complaints book.

Step 2

If the first step is either inappropriate or has not worked, the service user shall be advised to contact the line manager of the person concerned, in writing, setting out their grievance. Once this has been received at Moot House it will be acknowledged within five working days. The line manager will investigate any complaint with both the staff member and service user. If it is felt to be appropriate they may both be called to a meeting to discuss the issues surrounding the complaint.

The line manager will make their decision and notify the service user within 28 days.

Step 3

If the service user feels that their complaint has not been fairly dealt with they will have 14 days to respond to Grandparents' Association asking for a review by the Director.

If steps 1 or 2 have already involved the Director the service user should contact the Chairman of the Board of Trustees asking for a review.

If the Chairman or Director decides that the complaint will be considered by a group of Trustees a meeting will be arranged as soon as possible. The service user will receive written notice of the date and venue and will receive a written decision within 21 days of that meeting.

COMPLAINT ABOUT A SERVICE

Step 1

On receiving a complaint the service user will be encouraged to approach the person with whom they have been in contact. This can be done informally by telephone to discuss the reason for their dissatisfaction.

Step 2

If the first step is either inappropriate or has not worked, the service user shall be advised to contact the line manager of person concerned, in writing, setting out their grievance. Once this has been received at Moot House it will be acknowledged within five working days. The manager will investigate the complaint and if it is felt to be appropriate, the service user may be called to a meeting to discuss the issues surrounding the complaint. The manager will make a decision in writing and notify the service user within 28 days.

Step 3

If the service user feels that their complaint has not been fairly dealt with they will have 14 days to respond to Grandparents' Association asking for a review by the Director.

If steps 1 or 2 have already involved the Director the service user should contact the Chairman of the Board of Trustees asking for a review. If the Chairman or Director decides that the complaint will be considered by a group of Trustees, a meeting will be arranged as soon as possible. The service user will receive written notice of the date and venue and will receive a written decision within 21 days of that meeting.