

**Grandparents' Association
Moot House
The Stow
HARLOW
Essex
CM20 3AG**

01279 428040

e-mail info@grandparents-association.org.uk

Please mark all correspondence
Private and Confidential

(All complaints will be recorded and used to monitor and improve our
services)



Working for children

Registered Charity No 802850

**IF YOU NEED
TO COMPLAIN**

Grandparents' Association aims to give the best possible service to members and users of our services. Occasionally this can go wrong and you may feel that you 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. Sometimes this will not be possible and this leaflet is to inform you of how you should make a formal complaint to Grandparents' Association.

COMPLAINT **AGAINST MEMBER OF STAFF/VOLUNTEER**

Step 1

If you feel that you have a reason to complain, you should first approach the person with whom you have been in contact. This can be done informally by telephone and is the best way to try to settle any misunderstanding.

Step 2

If the first step is either inappropriate or has not worked, you should contact the line manager of the person concerned in writing setting out your grievance. This person's name can be obtained from our general office by telephoning 01279 428040. Once this has been received at Moot House you will receive an acknowledgment within five working days. The line manager will investigate any complaint with both the staff member and yourself. If it is felt to be appropriate you may both be called to a meeting to discuss the issues surrounding the complaint. The line manager will make their decision in writing and notify you within 28 days.

Step 3

If you feel that your complaint has not been fairly dealt with you should respond within 14 days asking for a review by the Director. If steps 1 or 2 have already involved the Director you 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 but you 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

If you feel that you have a reason to complain, you should first contact the person with whom you have been in contact. This can be done informally by telephone to discuss the reason for your dissatisfaction.

Step 2

If the first step is either inappropriate or has not worked, you should contact the manager of the service in writing setting out your grievance. This person's name can be obtained from our general office by telephoning 01279 428040. Once this has been received at Moot House you will receive an acknowledgment within five working days. The manager will investigate the complaint and if it is felt to be appropriate, you may be called to a meeting to discuss the issues surrounding the complaint. The manager will make their decision in writing and notify you within 28 days.

Step 3

If you feel that your complaint has not been fairly dealt with you should respond within 14 days asking for a review by the Director. If steps 1 or 2 have already involved the Director you 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 but you will receive written notice of the date and venue and will receive a written decision within 21 days of that meeting.