



Complaints Policy and Procedure

Objectives

We are committed to providing high quality standards in service delivery and welcomes feedback from everyone on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work.

The aim of the Policy is to:

Ensure all clients know how to provide feedback and how a complaint will be handled

Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames

Provide clients with a fair and effective way to complain about our work ■ Ensure that compliments and complaints are monitored and used to improve our services.

Scope

A complaint is when a client is unhappy with the way they have been treated and want the LRC to look into the matter and respond to them. The client may just feel dissatisfied, or they may also feel that they have suffered delay, inconvenience, loss or expense.

A complaint may be about:

The standard of a service or information provided, the timeliness of a service (delay, or not provided), ■ the way a decision has been made, or the way a client has been treated, for instance if they feel they have been treated unfairly or discourteously.

COMPLAINTS PROCEDURE

1. WHO CAN MAKE A COMPLAINT?

Any client who receives a service from the organisation can make a complaint, if necessary, a client can ask a representative to make the complaint on their behalf.

All complaints received will be:

- Listened to carefully and treated as confidential, where possible
- Recorded, and managed accurately and in accordance with the GDPR
- Investigated fully, objectively and within the stated time frame
- Notified of the results of the investigation and any right of appeal
- Informed of any action that will be implemented in order to ensure that there is no re-occurrence

2. HOW SHOULD COMPLAINTS BE MADE?

Complaints may be made in the forms listed below. We commit to handling your complaint as quickly and thoroughly as possible.

a) Telephoning the organisation b) In person, by scheduling an appointment with the CEO c) In writing, setting out the nature of your complaint in as much detail as possible and sending your letter to the CEO.

3. RESPONSE TIMES

All telephone calls which request a return call, we will aim to either return the call that same day; or by the end of the next working day.

All written Letters will be acknowledged within 5 working days on receipt and we aim to reply in full within 21 working days of receipt.

At all stages the complainant will be kept informed as to what is happening with their complaint or appeal, communication may be by telephone or in writing. If for whatever reason it is not possible to deal with the complaint within the timescales set then the complainant will be informed of this, and a reason given.

Some complaints can be complicated and may take longer than the stated period to resolve. If we cannot give a full reply within the stated period, we will let you know why, what actions are being taken, and give you an expected date when we can respond.

4. COMPLAINTS PROCEDURE

Stage One

In the first instance, a complaint can be made to any person of the organisation. That person will write down the details of the complaint if the complaint is being made verbally via the organisations INTERNAL COMPLAINTS FORM (Appendix 1) and forward it to the CEO in the organisation, any written complaints will be forwarded in the same manner.

Stage 1 complaints will be acknowledged within 5 working days of its receipt and you should receive a full reply within 21 working days. If for whatever reason it is not possible to deal with the complaint within the timescales set then the complainant will be informed of this, and a reason given.

Stage Two

If you are not satisfied with the response at stage 1, you can ask for the complaint to be reviewed by a member of the Trustees of the Board, by making clear what aspects of the response you were not satisfied with and what outcome you would like to see.

You should do this within 14 days of receipt of the stage 1 response and we aim to provide a full response within 14 working days of its receipt.

During this stage you may be asked into a meeting if it was considered necessary.

If for whatever reason it is not possible to deal with the complaint within the timescales set then the complainant will be informed of this, and a reason given.

5. RECORDING OF COMPLAINTS

A record of the complaint and its outcome will be kept and filed.

Complaints which may Lead to Disciplinary Action

This policy is concerned only with resolving complaints and not with the investigation of disciplinary matters.

The purpose of the complaint's procedure is not to apportion blame amongst staff. It is to investigate complaints to the satisfaction of complainants (while being fair to any staff involved) and to learn any lessons for improvement in service delivery. Inevitably however, some complaints will throw up information about serious matters which indicate a need for disciplinary investigation.

A case for considering disciplinary action can be suggested at any point during the complaint's procedure, but consideration as to whether or not disciplinary action is warranted is a separate matter for management, outside the complaints procedure and must be subject to a separate process of investigation.

During such a decision to embark upon a disciplinary investigation, the processing of the complaint's procedure does not automatically cease.

If action is initiated under the disciplinary procedure the complainant may request to be informed of the outcome of the disciplinary hearing.

6. MONITORING AND REVIEW

The CEO will be responsible for monitoring compliance with this policy. The policy and procedures will be reviewed bi annually.

Monitoring of complaints will take place within the organisation and will form part of the quality reviews to the Trustees of the Board.

The organisation through its Monitoring and Review of the frequency and handling of complaints will constantly be looking for ways in which Complaints, Policies and Procedures can be improved. When such improvements are implemented, these will in turn be monitored by the Trustee Board.

APPENDIX 1

LEICESTER RAPE CRISIS

INTERNAL COMPLAINTS FORM

Date Complaint Received

Name of Person whom took the Complaint

Name of Complainant

Address of Complainant (if necessary)

Telephone number of Complainant

Details of complaint

Name of any person within the organisation involved in the Complaint

Signed _____ Date _____


Approved by the Board 24.09.2019,

To be reviewed September 2020