

# Complaints Policy

Taylorshouse values complaints, comments and suggestions and will treat with respect and sympathy all people who make them.

Complaints, comments and suggestions are valued because:

- They provide us with an opportunity to put things right.
- Listening to users is part of being a user-centered organisation. Users in this sense can include staff, clients and any other organisation or individual interacting with Taylorshouse.
- They give valuable insights for setting service standards and monitoring quality
- Providing users with a way to complain reduces the likelihood of people seeking other ways to express dissatisfaction

Taylorshouse will deal with all complaints, comments and suggestions within a month, and will deal with them openly as far as is compatible with our duty of confidentiality to clients. At all stages of the complaints procedure complaints will be responded to in writing, even if this is simply to confirm and record what has been said by the complainer and by Taylorshouse.

Anonymous complaints will be not be accepted or acted on.

All Stage 2 and 3 complaints, and as many Stage 1 complaints as possible, will be logged by the appropriate Director. Complaints will be regularly reviewed at Director meetings.

Signature of person responsible for policy:-

(print name) James Taylor

(signature)



(position) Director

(date)

11<sup>th</sup> June 2010

# Procedure

There are three stages to the complaints procedure:

## **Stage 1: Informal Problem Solving**

The matter will be handled by the staff most directly involved or who are known to the complainer, with the guidance and support of their Senior Manager (Head of Department). The purpose is to understand the complaint and to resolve the matter to the complainer's satisfaction as quickly as possible. The outcome of the complaint will be recorded in a letter to the complainer.

If the outcome has not satisfied the complainer, he or she will be requested to make a formal complaint (Stage 2).

## **Stage 2: Formal Complaint**

Stage 2 complaints will be handled by a Director. The complaint should be acknowledged within five days of receipt. If the complaint has not been received in writing, the acknowledgement shall state for confirmation the details of the complaint. The acknowledgement and copies of all correspondence will be kept on file.

The Director will investigate the complaint and decide what action if any should be taken. Every attempt should be made to ensure that the complainer understands and, if possible, accepts the Director's decision.

The decision shall be communicated in writing to the complainer within 28 days of receiving the complaint. This should also inform the complainer of the right to appeal if not satisfied.

## **Stage 3: Appeal**

Appeal must be made in writing to the Director, and will be reviewed by the Board of Directors.

The Director will acknowledge receiving the appeal within seven days, will arrange a meeting of the Board of Directors within a further fourteen days, unless a later date is requested by the complainer.

The review panel will consider the documents from Stages 1 and 2 and anything further the complainer may have submitted. They will then hear what the complainer has to say and will interview any staff whom they require. They will then consider their recommendation, which shall be communicated to the complainer at the time (if at all practicable) and confirmed in writing within five days.

The Director will write to the Complainer within 28 Days of the Appeal review panel meeting to say what action is being taken as a result of the panel's recommendation.