



## **CLIFTON CARE SCHEME COMPLAINTS POLICY**

A complaint is any expression of dissatisfaction by any client or volunteer, whether justified or not.

### **Serious complaints**

Any complaint thought to be of a serious nature – such as fraud or sexual offences – will be passed immediately to the Chair or Secretary of Clifton Care Scheme (CCS) and brought to the attention of BRCC for additional support and guidance.

### **All complaints**

All complaints will be treated with respect and should follow the procedure below.

#### **Stage 1**

When a verbal complaint is made, the volunteer to whom the matter has been raised will:

- Be courteous but explain that they cannot offer any comments.
- Record the complaint taking the following details:
  - the name and address of the complainant
  - details of the complaint
- Read back the complaint for verification
- Inform the complainant what the next steps will be under Stage 2.

#### **Stage 2**

- The complaint (written or verbal) will be passed to the Chair or Secretary
- If the complaint is about the Committee then the complaint will be given to the Chair who will inform BRCC
- A letter will be sent by the Chair or Secretary acknowledging the complaint within 5 days, outlining the procedure and timescales
- The complaint will be investigated and recommendations made.

#### **Stage 3**

- BRCC should be informed of the nature of the complaint and the recommendations of the investigation.
- The complainant will be contacted in writing with the response to the complaint.

**Stage 4**

- The complainant may appeal against the decision to the Chair or Secretary. Initially this should be in writing and a meeting will then arranged between the complainant and CCS. The complainant has the right to be accompanied by a friend or family member or other person for support only.
- If the Chair or Secretary does not accept that the complainant has given a good reason why the earlier decision was unacceptable, either or both parties may request a meeting with BRCC, who will act as mediator to try to reach a mutually acceptable agreement.

**Investigating complaints**

- Investigations should be appropriately thorough and fair
- Investigators should seek to establish whether or not the complaint is fully justified, partially justified, or not justified, with reasons
- CCS should also identify appropriate remedies for improvement.

CCS will monitor the progress, development and practice of this policy.

Chair's Signature: .....

Date: .....