Darwen Asylum Refugee Enterprise

DARE

Complaints and Positive Feedback Policy and Procedures

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1. PURPOSE

DARE is committed to serving its members in the best way possible and recognises that both positive feedback and complaints can help us to reflect on and improve the quality of the services we provide.

2. GENERAL PRINCIPLES

2.1 We will actively seek feedback on our services, whether positive or negative.

2.2 Notices will be displayed at DARE Reception and the weekly Drop-in seeking members' views.

2.3 We understand that from time to time a complaint may arise about some aspect of the setting, or an individual volunteer, trustee or member of staff. We will seek to resolve any problems informally, as soon as they occur. However, all complaints will be taken seriously and follow the procedures below.

3. ROLES AND RESPONSIBILITIES

3.1 DARE Manager

3.1.1 General concerns can often be resolved by the staff member responsible for that aspect of the service. However, the manager is responsible for dealing with actual complaints in the first instance.

3.2 Chair of Trustees

3.2.1 Requests for a reconsideration of a decision made by the manager on a complaint, and complaints relating to the manager him/herself will be dealt with by the Chair of the Board of Trustees.

3.3 Board of Trustees

3.3.1 Final appeals against a complaints decision by the Chair of the Trustees will be dealt with by a Committee of not less than 3 members of the Board of Trustees who have not previously been involved with the complaint.

3.3.2 Complaints against the Chair of the Board of Trustees should also be considered by a similar Committee.

4. RELEVANT LEGISLATION AND POLICIES

4.1 This Policy complements, and should be considered along with other DARE Policies:

- Equality, Diversity and Inclusion Policy
- Grievance and Disciplinary Policy

4.2 This Policy is written in accordance with and in order to comply with the OISC Code of Standards.

5. SCOPE

5.1 This policy and procedure applies to all formal complaints apart from those made by the parents/carers for young people regarding safeguarding issues, which there is a separate complaints procedure.

6. DEFINITIONS

6.1 Complaints are defined as all statements

that something is unsatisfactory or unacceptable whether made formally or informally if the complainant either states that they are making a complaint or confirms that they would like the matter to be dealt with as a complaint when asked.

7. POSITIVE FEEDBACK

7.1 Positive feedback will be shared between staff and volunteers. A copy of positive feedback will be retained in the Positive Feedback file.

8. NEGATIVE FEEDBACK - RECEIVING A COMPLAINT

8.1 Complaints may be made verbally or in written form using the attached Complaints Form (Appendix 2). The fact a person is unable to record their complaint in a particular way, such as using the written form, will not prevent the complaint from being considered. Where necessary the person wishing to make a complaint should receive support from the Manager or another colleague to record the complaint in a written form.

8.2 Complainants will be asked how they have been negatively treated and what they would like to happen to remedy this.

8.3 All complaints should be passed to the DARE Manager.

9. STAGE 1: Concerns

9.1 Misunderstandings often arise through a simple breakdown in communication, and if we do not know of concerns we can do nothing to resolve them. A straightforward informal discussion between those involved may be all that is needed to set things right. This is likely to be dealt with by the DARE Manager or other senior staff member on site if the concern relates to something occurring at the DARE Office or DARE weekly Drop-in or English Club but may also be facilitated by the DARE Manager where considered appropriate following the receipt of a concern.

10. STAGE 2: Formal complaints

10.1 If it is not possible to resolve the concern informally, and the complainant is not satisfied, it will be passed to the DARE Manager who will acknowledge the complaint in writing within 3 working days and if necessary seek further clarification from the complainant.

10.2 The DARE Manager with support of the Chair of Trustees will then arrange an investigation into the complaint. This may involve speaking to the parties involved and/or witnesses not involved and recording the information received. The investigation should be completed within 10 working days. In certain situations, the DARE Manager/Chair of Trustees may ask another member of staff to carry out the initial investigation.

10.3 The DAR Manager will then decide on an appropriate course of action and communicate this to the complainant (and all other parties involved) in writing and verbally using an interpreter where necessary. This process should be completed within 3 weeks of receiving the complaint.

10.4 If the complainant is not satisfied with the response, or with the way the complaint has been dealt, or if the complaint relates directly to the DARE Manager,

the complainant may write to the Chair of the Board of Trustees to request consideration/reconsideration of the complaint. The letter should state the reasons for the complaint and what course of action would be acceptable. Any such request should be sent within 21 days.

The Chair of the Board of Trustees will consider all of the written evidence recorded by the Director and if necessary may gather further evidence and/or call a meeting to interview further witnesses. She/he will reply to the complaint within a further 10 working days setting out his/her decision and the reasons for it.

11. STAGE 3 – FINAL APPEAL

11.1 If the complainant is still dissatisfied with the result following consideration of the complaint by the Chair of the Board of Trustees or if the complaint is against the Chair of the Board of Trustees, a Committee of at least 3 members of the Board of Trustees (not previously connected to the complaint) should be appointed by the Board of Trustees to hear any final appeal.

11.2 The complainant should write to the Board of Trustees stating their reason for the appeal and what course of action would be acceptable. Any such request should be sent within 21 days.

11.3 The appointed Committee of the Board of Trustees will consider all of the written evidence recorded previously and if necessary may gather further evidence and/or call a meeting to interview further witnesses. The Committee will reply to the complaint within 1 month setting out their decision and the reasons for it.

11.4 The decision of the Committee will be final.

12. COMPLAINTS WHICH ASSERT DISCRIMINATION OR HARASSMENT

12.1 Where the complainant asserts (explicitly or implicitly) that there has been discrimination or harassment it will also be necessary to consider whether any actions should be taken in accordance with the Disciplinary and Grievance Policy.

The procedures for formal investigation contained within the Disciplinary and Grievance Policy should be followed and the complaint should be immediately be dealt with as a Stage 2 complaint as particular care will be needed.

13. RECORD OF COMPLAINTS

13.1 A written record will be kept of all complaints. Records will be maintained by the DARE Manager and kept confidential. The record of complaints will include details of any follow up action.

Date Agreed: …….

Date for Review/Who to Review: This policy will be reviewed yearly by the Board of Trustees.

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Appendix 1 – DARE Complaints Poster

IF YOU ARE NOT SATISFIED with any service we provide, please tell us and we will listen to you.

IF YOU WISH TO MAKE A COMPLAINT, OR SUGGEST AN IMPROVEMENT, please contact the DARE Manager, who will explain what to do.

WE WILL DO OUR BEST TO RESPOND TO YOU.

Contact: John East, DARE Manager 01254 690202

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Appendix 2 – Complaints Form

Date: .....

Name .....

Contact – mobile: .....

Complaint:

Date of :

- Description of incident/complaint/feedback
- Action service user/volunteer would like to see
- Response
- Date of Action Taken By Whom

Investigating your complaint

As DARE Manager, John East will investigate your complaint under the direction of the Chair of the Board of Trustees. If it is upheld you will get a full apology, and where appropriate, be given details of any action that we are taking to put things right.

If you are not satisfied

If you are not satisfied with the outcome, you can ask for a further review from DARE Chair of Trustees.