



Complaints Policy & Procedure

Date:	July 2021
Review Date:	July 2022
Version:	1.1
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1. General Overview

- 1.1 We encourage licensees to comment on the standard and quality of the services received.
- 1.2 This information can be used to improve the service and to address bad practice.
- 1.3 Complaints can be made for a number of reasons and may include the following: substandard quality of service; behaviour of a member of staff or volunteer; poor attitude of a staff or volunteer and not providing adequate support.
- 1.4 Confidentiality will be maintained throughout the complaint's procedure.
- 1.5 Only those staff that need to know about the complaint will have access to details.
- 1.6 Management support will be offered to you from the outset of a complaint. Access to independent advice or help will assist with overcoming many of the barriers that you may encounter. This may be from friends, relatives, advice centres or local advocacy group.
- 1.7 All complaints will initially be dealt with by the manager.
- 1.8 The complaint will be acknowledged within 3 days of receipt and will be responded to within 10 days.
- 1.9 If the matter can be sorted out quickly and to the satisfaction of the tenant at this stage, it will not be necessary to treat it as a formal complaint.
- 1.10 All complaints, whether formal or informal, are always discussed through the line management structure and are logged.