

ROOM4...

HOPE AND POSSIBILITIES

Room4... is committed to providing a high quality service at all times. Our intention is to work in partnership with young people, parents and the community generally and we welcome suggestions on how to improve our service.

Comments and Compliments

All verbal compliments, comments and complaints from our stakeholders are noted and followed up using the processes listed below. Comments may include any suggested modifications or improvements to the way services may be delivered in the future.

There is also a log maintained of written and verbal comments and compliments. Comments and compliments are also received through our monitoring and evaluation systems. Both the aforementioned are reviewed by the board of Directors as a tool to review the quality of our service provision.

Complaints

Room4... informs all stakeholders that Room4... has a Compliments, Comments & Complaints Policy & Procedure via the Room4... website.

Room4... believes that:

- children, young people, parents, carers and other users are entitled to expect courtesy and prompt, careful attention to their needs and wishes
- most complaints are made constructively and can be sorted out at an early stage
- it is in the best interests of our users that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality

Definition of a Complaint

A complaint is deemed to have been made when a service user states that he or she is unhappy with any part of the service provided by Room4... or would like to register a complaint or when a Room4... member of staff, Director or volunteer feels that a complaint could justifiably have been made.

Our Complaints Procedure

Complaints, problems or concerns about any aspect of Room4...’s work will be dealt with as promptly as possible. Many concerns can be resolved quickly by an informal approach to any member of the board of Directors. This person will try to sort out the problem to the satisfaction of the complainant.

If it is not possible to resolve the problem at this stage, the complainant will be asked to put their complaint in writing to: The Board of Directors, Room4..., Gothic Building, Chantry

*Room 4 Haverhill Community Interest Company (not for profit)
Companies house registration number 12426821 trading as Room 4...*

Mills, Haverhill, Suffolk, CB9 8AZ. The Chair of Directors, will be responsible for the investigation of the complaint or may delegate to other, Directors as appropriate. If the complaint is about a Director then it can be addressed directly to the Chair of Directors.

What Happens Next?

1. We will send the complainant a letter acknowledging the complaint and asking them to confirm or explain the details set out. The complainant can expect to receive our letter within seven days of us receiving the complaint.
2. We will record the complaint in the Complaints Book and open a separate file for the complaint.
3. The investigation will begin at this point. The Chair of Directors will involve the board of directors along with the relevant Room4... member of staff, Director or volunteer as appropriate.
4. A full reply to the complainant with our suggested solutions for resolving the complaint will be issued, following a full investigation within 21 days of the original complaint unless there is some good reason why this will not be possible. In which case, a written explanation will be sent with an indication of when our full reply will be given.

The reply will cover the following points: Results of investigations

- Explanations
 - Acceptance or not of validity of complaint
 - Apologies if necessary
 - Any other course of action taken
 - Right to appeal to the Board of Directors
5. If the complainant does not find our written reply to be a satisfactory resolution of the complaint, we will offer to have a meeting with the complainant which will be conducted by the Chair of Directors along with the other Directors of the board or other staff member as circumstances dictate.
 6. Within five days of the meeting, we will write to the complainant to confirm what took place and any solutions we have agreed with them.

Should a complainant go to the media during the complaints procedure then Room4... would refer to it's Critical Incident Policy, which states that the Chair of Directors is the only authorised spokesperson for all press releases/enquires.

Right to Appeal

If the complainant is not satisfied and appeals to the Chair of Directors, a meeting will be arranged with the complainant, Room4... Chair of Directors and two Room4... Directors who have not previously been involved in the investigation. This meeting will take place within two weeks of the complainant informing Room4... that they wish to appeal. An agreed written record of the discussion will be made, a copy of which will be given to the complainant.

The Chair of Directors and the two Directors will make a final report concerning the complaint and this will be sent to all Directors for their approval. This final report will then be sent to the complainant within two weeks from the date of the appeal meeting. All interim reports and this final report will be recorded in the Complaints Log.

The Complaints Log is kept by and is the responsibility of the Board of Directors.

**Evaluated and updated annually by the Board of Directors
All policies approved by Directors annually (April 2022)**