**THE POVERTY ALLIANCE**

**COMPLAINTS PROCEDURE POLICY**



**Complaints Procedure Policy**

**Policy Summary:**

Anyone with an interest in the activities of The Poverty Alliance (TPA) may make a comment, compliment or complaint. This may be done in writing, in person, over the telephone or by completing the Comments, Compliments and Complaints Form available from [INSERT WEB LINK OR POINT OF CONTACT TO ACCESS FORM].

A comment, compliment or complaint may also be made, with the consent of the individual, by a family member, a friend or the person acting on their behalf, such as an advocate. The Poverty Alliance will ensure all comments, compliments and complaints are responded to and actioned appropriately, and will collect and monitor this information from throughout the organisation to inform on-going improvement.

This procedure offers a clear route to people wishing to share their praise or concerns, and guidance to managers and staff as to what they will do when they are the receipt of such information.

Created Date: April 2018

Review Date: March 2023

Contact for this policy: Director

**1. Introduction**

The Poverty Alliance (TPA) is committed to providing quality services and welcomes comments, compliments and complaints from any person or agency connected with the organisation. Effective monitoring of comments, compliments and complaints is a valuable quality assurance tool which helps TPA to deliver continuous improvement in partnership with our clients and other agencies and groups with whom we work.

**2. Scope**

This procedure covers the handling of, response to, and recording of, all comments, compliments and complaints received and is applicable to all individuals or groups wishing to communicate information about TPA. The procedure applies to comments, compliments and complaints received by TPA. Staff dissatisfaction will normally be dealt with under TPA’s Grievances Procedures.

**3. Definitions and Purpose**

A Comment is any suggestion for the improvement of development of the services provided by, or on behalf of TPA, or any low level issue with the service provided.

A Compliment is any expression of praise about the services provided by, or on behalf of TPA.

A Complaint is an expression of dissatisfaction with the services provided by, or on behalf of TPA.

It is important to remember when dealing with complaints that any allegation which may be considered an Adult or Child Protection Issue will be handled following the procedures contained in TPA’s Protecting Children and Young People or Protecting Adults procedures.

A Comment will become a Complaint when one or more of the following apply:

* the person making the comment is unhappy with the outcome.
* the matter cannot quickly be resolved to the satisfaction of the person making the comment, and the matter needs to be investigated further.
* an issue remains unresolved for more than five working days.
* the person raising the issue refuses to engage with manager and staff within TPA.
* the person directly contacts the TPA Director, or other senior person in TPA to make a complaint.

**4. Roles and Responsibilities**

All staff are responsible for responding appropriately to the initial comment, compliment or complaint and either resolving the issue, or referring the matter timeously to the appropriate TPA Manager.

All staff are also responsible for the accurate recording and reporting of comments, compliments and complaints. Additionally, the relevant TPA Manager is responsible for ensuring that all comments, compliments and complaints are recorded.

The Finance and Administration Manager is responsible for collating information on comments, compliments and complaints and for identifying and reporting trends to the TPA Director.

All people using TPA’s services and donors and supporters will be given access to Comments, Compliments and Complaints Leaflet. The leaflet will be adapted into formats to meet individual needs. The leaflet should be displayed in an appropriate location within the TPA office and website.

**5. Procedure**

When a complaint is made the Director of TPA will write to the complainant within three working days of receiving the complaint, giving details of TPA’s procedure for handling comments, compliments and complaints.

The complainant will also be advised of their right to appeal the decision of the TPA Director. The timescale for resolution of a complaint is 20 working days. If additional time is required, the TPA Director will write to the complainant explaining the reason for this, and offering a new date for the complaint to be resolved.

The TPA Director will appoint an appropriate person to investigate the complaint. The person appointed will attempt to find a resolution acceptable to both the complainant and to TPA and will record the relevant details of the complaint on the Complaint Investigation Summary Form.

The TPA Director will decide whether the complaint has been ‘upheld’ or ‘not upheld’. Where the complaint is more complex, the TPA Director may decide that the complaint has been ‘partially upheld’. The decision will be recorded in the Complaint Recording Form and conveyed to the complainant, in writing, with an explanation of the reasons for the decision being reached.

It should be remembered that complaints may sometimes involve TPA’s Disciplinary Procedures being implemented, which will involve conflicts around confidentiality and data protection. In these cases, individual clarification will be sought from the TPA Director before information is disclosed to the complainant. The TPA Finance and Administration Manager will also be made aware of the complaint, and the outcome, for statistical analysis, monitoring and reporting.

**5.1 Appeal**

If the complainant is unhappy with the outcome of a complaint, they have the right to appeal to the Chairperson of the TPA Board. The appeal must be made in writing and within 20 working days from the receipt of the outcome of a complaint. The Chairperson or delegated Board Member will review the complaint, the investigation and the decision taken by the TPA Director and will inform the complainant, in writing, whether the original decision is ‘upheld’ or ‘not upheld’ within five working days.

**5.2 Vexatious Complaints**

A complaint may be rejected at any time if it is the TPA Director’s opinion that it is frivolous or vexatious. The TPA Director will write to the complainant advising of this decision. Vexatious complaints will be included in the TPA Director’s Complaints Summary Report to the TPA Board.

**Appendix 1 – Text for web page on making a complaint**

# Comments, Compliments and Complaints

How to tell us how we’re doing.

We aim to continuously develop our services. Listening to your comments, compliments and complaints helps us to do this effectively.

If you wish to make a comment, compliment or complaint about any service you have received from The Poverty Alliance, we want to hear from you. Ways in which you can do this include:

* speaking directly to a member of staff
* telephoning or writing to us
* e-mailing one of our Managers
* e-mailing admin@povertyalliance.org
* use the Comments Compliments and Complaints form here [LINK]

If you are not satisfied with the outcome, you can follow the process below to make a formal complaint:

* use the Comments Compliments and Complaints form here [LINK]
* you can email us at admin@povertyalliance.org
* you can write to us at the address below or hand your letter in to our office
* read our procedure for Handling Comments Compliments and Complaints [link to this policy]

**The Poverty Alliance**

The Director

The Poverty Alliance

Standard Buildings

94 Hope Street

Glasgow

G2 6PH

**Telephone us at this number**: 0141 353 0440

Please tell us your name, address and telephone number, and what you want to complain about.  Tell us how you would like us to reply to you; for example, if you would prefer an e-mail or a letter, or if you need us to use a different format.

You can ask a relative, friend or someone else to help you make your complaint.

You have the right to make a complaint, and you will not be discriminated against because of it.  We will always treat your concerns seriously.

**What happens next?**

We will write to let you know we have received your complaint, usually within three working days.  We will then begin to investigate your complaint.  You should receive a written decision within 20 working days.  If we need more time, we will let you know.

**What to do if you are unhappy with what we say**

If you are unhappy with our decision, you can appeal to the Convenor of the Poverty Alliance Board.

**Donors and Supporters can complain to:**

The Scottish Charity Regulator (OSCR)
2nd Floor
Quadrant House
9 Riverside Drive
Dundee
DD1 4NY

Email: **info@oscr.org.uk**

**Our Values**: We have a set of core values which we will follow at all times.  We will:

* Be open and honest
* Recognise the worth of individuals
* Establish and maintain relationships based on trust
* Act on the basis of individual needs
* Be accountable

**Appendix 2 - Comments, Compliments and Complaints Form**

Please select one of the following:

1. I want to make a comment/ provide feedback
2. I want to give a compliment
3. I want to make a complaint

**Your name:**

**Your address:**

**Your email address:**

**Your telephone number:**

**How you would like us to communicate with you regarding your complaint: telephone/ in writing/ email.**

**Are you submitting this on behalf someone else?**

(please indicate who you are submitting this on behalf of, if yes).

**What does your complaint involve?**

(For example, a member of the Poverty Alliance staff team, or service provided by the Poverty Alliance. Please tell us what/ who).

**When did it happen? (optional)**

**What went wrong?**

**How would you like us to resolve the matter?**

Giving us this information will help us to clearly identify the problem and what we need to do to resolve matters.