

Complaints Procedure



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Purpose

The purpose of this procedure is to provide a means for the critical comments and concerns of visitors and volunteers to be communicated and acted on when appropriate to improve the service to everyone

Usage:

This procedure is for use by anyone at Martineau Gardens, however staff would usually use the Grievance procedure.

The Procedure:

1. Complaints can be made in any form, either verbally or in writing.
2. The person with a complaint should see the project co-ordinator on duty or the Director. The complainant is to be helped as swiftly and effectively as possible. They are to be encouraged to detail their concerns. A log of the complaint will be made.
3. On occasion, it may not be possible for the Director or co-ordinator to deal with the matter to the satisfaction of the complainant. In such case, it is the duty of the Director or co-ordinator to let the complainant know the procedure for making formal complaints.
4. If the complainant is dissatisfied after the co-ordinator or Director has sought to resolve matters, then they can ask the Trustees to investigate their complaint. This can be done by speaking to the director, who will ensure that this is passed to Trustees.

The complaint should be made, within 15 days of the event complained about taking place.

5 The Chair of Trustees is to acknowledge the complaint within 5 working days of receiving it.

6. The Trustees will receive copies of the complaint and of any other relevant papers. They may ask for further information.

7. One of the Trustees will be appointed to investigate the complaint and write a report by discussing the issue with the complainant. If the complaint is about a staff member, the Trustee shall meet with him or her and their representative. The complaint shall be discussed at the next Trustee meeting which will normally be within one month of the complaint being received. It will be at the discretion of Trustees whether any further action is necessary.

8 The Trustees will prepare a report of the investigation and the action recommended, including any remedies proposed. This will usually be done within 15 days of the Trustee meeting. Any issues to be learnt from the issue will be recorded and the appropriate steps taken for the future.

9. The chair of Trustees will write to the complainant advising them of the outcome of the investigation of their complaint, informing them of what actions will be taken and any explanation needed.