



Complaints Policy

Vision 21 are committed to providing the best possible services, we recognise that the way we manage feedback and complaints is an important part of this. Vision 21 views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Vision 21 that cannot be immediately resolved at point of delivery, and about which the complainant desires that follow-up action is taken and a response provided.

Where Complaints Come From

Complaints may come from service users, parents or carers, commissioners of our services, customers and any other person or organisation that has a legitimate interest in Vision 21. A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use vision 21's Discipline and Grievance policies, or the Public Interest Disclosure (Whistleblowing) policy.

Confidentiality

Wherever possible all information in relation to a complaint will be treated as confidential. It will be handled sensitively, telling only those who need to know and following the requirements of safeguarding and any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees.

Linked Policies

Safeguarding
Confidentiality
Complaints
Recruitment/Selection
Public Interest Disclosure (Whistle blowing)
Data Protection

Linked Procedures

Location and Access to the Policy

The policy is available on the website and staff intranet and will be included in the staff handbook.

Signed

Alan Pursell

Date Approved:

Approved by: Board of Trustees

Responsible manager: Chief Executive

Review date: March 2017

Accessible to: Staff, Volunteers, Service users and the General Public