

## **Comments, Compliments and Complaints Policy**

### **Introduction**

InterAct strives for high standards and we are committed to respect the views of the families and individuals we support, our volunteers and other external stakeholders. Feedback from our stakeholders is invaluable in helping us evaluate and improve our work.

### **Purpose**

The purpose of this policy is to ensure that:

- External stakeholders know how to provide feedback and how a complaint will be handled
- Complaints are dealt with consistently, fairly and sensitively within clear and acceptable timeframes
- Individuals have an effective way to comment on InterAct's work and services

Compliments and complaints are monitored and used to improve our services.

### **Definitions**

#### **Compliment**

A compliment is any expression of positive feedback by an external stakeholder. Compliments are valuable, welcome and important. They enable InterAct to identify when the services provided are satisfactory, influence our service development and quality assurance, and provide positive feedback to our staff.

#### **Complaint**

A complaint is any expression of dissatisfaction by an external stakeholder. Complaints are taken seriously and will be responded to in a timely, fair and consistent manner. They enable InterAct to identify when the services provided are unsatisfactory, and influence our service delivery and quality assurance.

### **Compliments and complaints procedures**

#### **Compliments**

Any external individual wishing to submit a formal compliment can submit this by email to [mail@interact.org.uk](mailto:mail@interact.org.uk), by mail to the office address on the next page, or by hand via a member of staff.

We will maintain a central record of compliments. Any member of staff identified as being the subject of or contributing to any matter giving rise to the compliment will be notified in a timely fashion.

#### **Complaints**

##### **Stage 1 – Informal Resolution**

We will try to resolve any concern you have about our work quickly and informally, without you having to make a formal complaint. However, if you wish it any stage, we will deal with your concern as a formal complaint. REVIEWED: September 2023 Page 2 of 2 REVIEW DUE: September 2026

## **Stage 2 - Formal Complaint**

Any external individual wishing to make a formal complaint should submit this in writing marked 'Confidential' to the Chief Executive, InterAct at the office address below.

(Should the complaint concern the Chief Executive, the complaint should be addressed to the Chair of Trustees, InterAct. at the office address below)

The matter will be investigated by the Chief Executive/(Chair of Trustees), in conjunction with the relevant manager.

We aim to resolve issues quickly and satisfactorily. Complaints will be recorded and acknowledged within five working days of receipt. We hope that the majority of complaints can be resolved informally by speaking to the person/s involved, either by telephone or face-to-face.

The complainant will be advised that if they are not satisfied with the response to their complaint, they may appeal to the Chief Executive/(Chair of Trustees) in writing within fourteen days. The complaint will then progress to stage three.

## **Stage 3 - Appeal**

A senior member of staff will be appointed, as appropriate, to re-investigate the matter.

The complainant will receive written confirmation of the outcome of the appeal within twenty working days of receipt. Alternatively the complainant may be invited to a meeting to resolve the issue. Where there are any delays the complainant will be informed of the reasons for the delay. This is normally the final stage.

If, in exceptional circumstances, you believe that your complaint has not been addressed satisfactorily, and should be brought to the attention of the Trustees, the Chief Executive/(Chair of Trustees) will inform you of how this can be done.

## **Anonymous compliments and complaints**

Compliments and complaints received anonymously will be recorded and considered. Action may be limited if fuller information is required to ensure a full and fair investigation.

## **Monitoring**

Compliments and complaints are important tools, which along with surveys and user feedback allow InterAct to review the services we provide. They offer a useful source of information about how individuals see our charity and the services we provide. Any information obtained will be considered regularly by the Senior Management Team. Wherever possible, the information will be used to improve and further develop our services

## **InterAct Office Address for Compliments or Complaints**

InterAct, Unit 16, Old Park Farm, Ford End, Chelmsford, Essex, CM3 1LN