

COMPAID COMPLAINT'S POLICY AND PROCEDURE

1. INTRODUCTION

- 1.1 Compaid 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.

2. AIM

- 2.1 Compaid aims to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint. This will be achieved by:
- publicising the existence of our complaints procedure so that people know how to contact us to make a complaint
 - making sure everyone at Compaid knows what to do if a complaint is received
 - making sure all complaints are investigated fairly and in a timely way
 - making sure that complaints are, wherever possible, resolved and that relationships are repaired

3 DEFINITION

- 3.1 A complaint may be generally defined as an expression of dissatisfaction, however made, about actions taken or lack of action.
- 3.2 A complaint can be received verbally, by phone, by email or in writing.
- 3.3 This policy does not cover complaints from staff, who should refer to Compaid's internal Grievance and Anti-Bullying and Harassment policies on such matters.

4 FIRST STEPS

- 4.1 If you are unhappy about any Compaid service, please speak to the relevant staff member, line manager or Chief Executive. You can find up to date contact numbers on our website www.compaid.org.uk
- 4.2 If you are unhappy with an individual in Compaid sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then please speak to the staff member's manager or the Chief Executive.
- 4.3 Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

5 MAKING A WRITTEN COMPLAINT

- 5.1 If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chief Executive at Compaid, Unit 1 Eastlands, Maidstone Road, Paddock Wood, Kent TN12 6BU, clearly stating the nature of your complaint, and the outcome that you are seeking.
- 5.2 All written complaints will be logged. You will receive a written acknowledgement within three working days. We will then keep you informed about progress every 15 working days.
- 5.3 The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.
- 5.4 If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next Trustees' Meeting, which will decide on any further steps to resolve the situation.
- 5.5 If after receiving a response from the Chair the matter has still not been resolved to your satisfaction, further information on the next steps to take can be found on the Gov.UK website: www.gov.uk/complain-about-charity

6. PROCESS

- 6.1 All complaints will be reported to the Chief Executive and recorded.
- 6.2 The Chief Executive will identify whether the complaint has arisen as the result of a lapse or failing in Compaid's existing control methods and procedures. If this is deemed the case measures will be determined and introduced to ensure that recurrence of the problem does not occur.
- 6.3 All measures introduced will be reviewed on a six monthly basis by the Chief Executive

7. FURTHER INFORMATION

- 7.1 Compaid Complaints Flowchart
- 7.2 Gov.UK Complain about a Charity - www.gov.uk/complain-about-charity

8. POLICY REVISION

- 8.1 This policy will be reviewed every three years and amended as necessary, or earlier in accordance with forthcoming legislation.