



One Place East
Where disability matters

COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY

December 2017
Next Review Date October 2019

One Place East is committed to providing the best possible services and we recognise that the way we manage compliments, comments and complaints is an important part of this.

We aim to ensure that:

- People who use our services and the public know how to give a compliment, comment or complaint to us and can do so easily – with support if they need it – and without fear of being victimised.
- Complainants are kept informed about timescales and progress when we investigate their complaint
- People are confident we will manage complaints honestly, constructively, sensitively and fairly
- Staff are confident to manage complaints fairly, honestly, constructively and sensitively
- Complaints are resolved at the earliest possible opportunity in the most efficient and effective way, causing the minimum possible hassle and stress to complainants
- Compliments, comments and complaints are used to identify, share and then implement, service improvements.

Who can make a compliment, comment or complaint?

A compliment, comment or complaint may be made by an individual or a group.

How can a compliment, comment or complaint be made?

A compliment, comment or complaint can be made in writing, or by e-mail.

Compliments and Comments

Compliments and comments are valuable, welcome and important. Please put any compliments and comments in writing addressed to the Chief Officer. When they are received, they will be recorded and will be used to enable One Place East to:-

- understand that our service is being satisfactorily provided
- provide positive feedback to our staff
- influence our organisational and service development

Complaints

The way we manage complaints will be:

- Honest, constructive and open
- Timely
- Consistent and fair, avoiding bias
- Confidential and sensitive, with each complaint being considered on its merit – and with due care being paid to individual differences and needs.

Process

Informal complaint

If you have concerns about any of our services then you should complain directly to the project manager of the service you are not happy with. They will try to resolve the problem straightaway.

Formal complaint

If you are dissatisfied with the results of the informal process and/or the corrective action taken, you have a right to put your case, in writing, to the Chief Officer of One Place East.

- The Chief Officer will appoint a staff member/Trustee of suitable seniority and experience to investigate the complaint.
- The complaint will be acknowledged within 10 working days and will give the name of the person that is conducting the investigation.
- The complainant will be kept informed about the progress of the investigation.
- The aim is to conclude all complaints within 25 working days unless a different deadline has been agreed upon.
- When the investigation has been concluded you will be informed of the outcome and any actions that we have taken or plan to take to resolve the complaint.

Appeal

If you are not happy with the decision made, you have the right to appeal.

- This should be made in writing to the Chair of the organisation within 10 days of receiving the outcome of your complaint. Contact details will be given in the decision letter.
- The decision of the Chair on the appeal is final.

Guidance for Staff on how to investigate a Complaint

- Members of staff implicated in a complaint should be informed about the nature & source of complaint;
- As part of any investigative process the staff member should be interviewed, as this will give the opportunity for staff to present their side/version of events.
- All discussions and involvement of staff is subject to the timescales in the above policy
- As part of the process individuals should be given the opportunity to respond and present any evidence they may have in their possession.

Comments, compliments or complaints can be made to:

Chief Officer
One Place East
98-100 Ilford Lane
Ilford, Essex
IG1 2LD
Telephone: 020 8925 2435
Email: Margaret.summers@oneplaceeast.org



One Place East
Where disability matters

Complaint Record Form

Name:

Address:

.....Post code.....

Phone: Mobile:

Email:

What are you complaining about?

Please give details of date and time of the incident/event including names, witnesses, what occurred and any relevant information that will help us to investigate your concerns.

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What should be done to put things right?

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SignatureDate

Please return this form in an envelope marked 'Private and Confidential' to:
The Chief Officer, One Place East, 98-100 Ilford Lane, Ilford, Essex, IG1 2LD



Compliment and Comment Record Form

Name:

Address:

.....Post code.....

Phone: Mobile:

Email:

Compliment

Please give details of the person/persons/event you would like to give a compliment or thanks to:

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Comment

Please give details of the person/service/policy/procedure/event you would like to comment on:

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SignatureDate

Please return this form in an envelope marked 'Private and Confidential' to:
The Chief Officer, One Place East, 98-100 Ilford Lane, Ilford, Essex, IG1 2LD