

Service User Comments and Complaints policy

Updated May 2016

Introduction

1. The Kite Trust aims to provide a standard of service that is acceptable to all
2. The Kite Trust hopes to achieve this by working in a manner dictated by policies which endeavour to benefit our users.
3. If someone thinks that The Kite Trust is failing to do this, or has comments on how the organisation can improve, it is important that there is a way for them to tell The Kite Trust.
4. This enables The Kite Trust not only to deal with a specific problem or suggestion, but, if it is a valid complaint, to avoid it happening again, and to improve the service offered.
5. Any other organisations, user of The Kite Trust's services or member of the public can make comments or a complaint.
6. There is a separate policy for comments and complaints made by staff and volunteers.
7. A Person can make comment or a complaint verbally in person, on the phone, by e-mail or in writing by letter. Contact details for these different methods of contact are contained in Appendix A
8. If an individual wishes to make a comment or complaint in writing but they cannot do this they can contact the office and it is the role of a member of staff to put it into writing for them using interpreters etc. where appropriate

Procedure

9. A member may wish to draw a matter to the attention of The Kite Trust but will not want to formally or officially register it - in these cases they may incorporate it into their 3 monthly feedback form.
10. The matter will be looked into and remedial action taken if necessary.
11. If an individual wishes to make an official complaint, service users will be advised that it is often in the best interest of the complainer to resolve the issue informally, either with the worker the complainer has been dealing with, or that member of staff's line manager at the time. If it can be resolved at this stage it can often save time and energy for the complainer.
12. However, the volunteer or member of staff contacted will still write down what happened as soon as possible on the Record of Complaint Form (see Appendix B)
13. If the complaint is resolved successfully at this stage it is an end to the matter. If it is not resolved to the complainant's satisfaction, however, then the complaints procedure enters the second (formal) stage.

Formal complaint

14. Sometimes a person will state clearly that they wish to make a formal or official complaint and other times it will be appropriate to suggest to the person that they make an

official complaint. This is now an official complaint. The final decision as to whether to lodge an official complaint should rest with the complainer.

15. Formal complaints should be made in writing to the Executive Director (ED). Contact details for the ED can be found in Appendix C.

16. Where possible, complainers should use the complaints form (Appendix D). If someone makes a complaint by means other than the form, then it will be attached to a Complaints Form and obtain missing details will be obtained to complete the form.

17. A formal complaint is therefore a complaint that is made using the Complaints Form (Appendix D) and which thus receives a written reply which also asks availability for the interview outlined in paragraph 20.

18. If, however, the ED is the subject of the grievance and for this reason the individual does not wish the grievance to be heard by them, the member shall raise the grievance with the Chair, contact details for whom are found in Appendix A.

19. The ED (or the Chair) shall provide an opportunity for any person directly involved in the subject of the grievance, to express their views about the matter without obligation to do so in the presence of the aggrieved individual.

20. The ED (or the Chair) will interview the complainant at a time convenient to the complainant. This interview can be attended by a friend or advocate.

21. The ED (or the Chair) will be expected to provide a reply to the aggrieved individual, in writing, within 14 days of the grievance being raised, whenever reasonably practicable.

Appeal

When an individual feels that a grievance has not been satisfactorily resolved under paragraph 6, they may appeal in writing to the Chair within 14 days of the receipt of the decision.

The appeal will normally be heard by the management committee within 14 days of receipt of the individual's written notice of appeal.

At the appeal the individual will be entitled to present the grievance to the Management Committee. The Management Committee shall, at their discretion, also take evidence from all parties directly involved in the subject of the grievance.

The Management Committee will consider the matter and the Chair will announce the decision of the Management Committee within 14 days of the appeal being heard.

Final Appeal

If the grievance cannot be satisfactorily resolved, the Chair shall refer the grievance to the next Management Committee meeting (without breaching confidentiality) for the Management Committee to elect a panel of 5 (five) to determine the issue.

The Panel shall comprise:

Two members of The Kite Trust and who are not directly involved in the subject of the grievance;

Two lay persons who are neither members of The Kite Trust nor employees of the County Council;

One employee of the Cambridgeshire County Council.

The panel shall, at their discretion, take evidence from all parties directly involved in the subject of the grievance, and also from the Chair and ED.

If required, the Panel shall have the power to instruct the Secretary to call a Special Meeting of the Management Committee, for the purpose of receiving the Panel's report.

This shall be the final stage of the procedure.

Appendix A

The Kite Trust office phone number: 01223 369508

Email: Lara@thekitetrust.org.uk

Post
Lara Jaffey
The Kite Trust,
Office A,
Dales Brewery,
Gwydir Street,
Cambridge,
CB1 2LJ

APPENDIX B

Record of Complaint Form

Staff/Volunteer:	
Date:	

Complainant Details

Name:	
Address:	
Postcode:	
Telephone No:	Daytime: Evening:
Complaint received by:	Phone Y/N In Person Y/N In Writing Y/N
Brief details of the complaint:	
Action taken:	

Resolution/follow up	

Appendix C

Contact details

Executive Director – Lara Jaffey

Email: Lara@thekitetrust.org.uk

Post: Lara Jaffey
The Kite Trust,
Office A,
Dales Brewery,
Gwydir Street,
Cambridge,
CB1 2LJ

Chair – Daragh McDermott

Email: daraghmcd@gmail.com

Post: Daragh McDermott
The Kite Trust,
Office A,
Dales Brewery,
Gwydir Street,
Cambridge,
CB1 2LJ

APPENDIX D

Complaints Form

We aim to provide standards of service that is acceptable to all, based on policies we work to which endeavour to benefit our users. If you think that we are failing to do this, we need to know about it. This enables us not only deal with a specific problem, but, if it is a valid complaint, to avoid it happening again, and to improve our service.

Any The Kite Trust client, another organization or a member of the public can make a complaint.

Before you complete this form, please consider that it is often in your best interest to resolve the issue informally, either with the worker you have been dealing with, or that worker's line manager.

We request that you make your complaint on this form to speed up the process. If you cannot put your complaint in writing, a worker will assist you, using interpreters etc. where appropriate.

Name:	
Address:	
Postcode:	
Telephone No:	Daytime: Evening:
Is it OK for us to contact you here?	
If not, how should we keep in contact?	
Time and date of the issue that caused you to make a complaint:	
Name of worker dealing with you at this time:	
Which workers you have tried to resolve the complaint with so far:	
Please write the details of your complaint here, continuing on separate securely attached sheets if necessary:	
Signature:	
Date:	

PLEASE NOTE: A letter will be sent to you within five working days. It will confirm that the matter will be looked into and that a full or fuller response will be made within twenty working days, giving a date by which you should expect a reply. It will include written acknowledgement of the complaint, along with date stamped copy of the form, the name of the person dealing with your complaint and it will ask for your availability for interview at which you may be accompanied by an advocate or friend.