

Compliments, feedback, and complaints procedure

1. Introduction

This document outlines the Compliments, Feedback and Complaints Procedure operated within the Centre to ensure all centre users are treated in the same manner when they have a complaint against 'the Centre' as well as offering an opportunity to offer constructive feedback and share positive reflections about the service and our staff and volunteers.

2. Terminology

Within the document the following terms apply:

- Trinity Winchester will be called 'the Centre',
- 'Staff' will cover all paid staff, volunteers and helpers,

3. Timeframe

Written complaints will be acknowledged within four working days. Investigation of any complaint must commence within seven working days of the matter being raised. The outcome of all complaints will be recorded and the complainant will be kept informed at all stages.

4. Complaints Procedure

4.1 Initial Redress

If a user of the Centre has a complaint about the Centre, the matter should be raised with the Operations Director.

The Operations Director will investigate the complaint fully and assess the necessary action.

The Board of Directors must be immediately informed when a complaint is received about a member of staff.

4.2 Additional Redress

A centre user with a complaint about the Centre may have the matter referred to the Directors in the following circumstances:

- The Operations Director/CEO are unable to deal with the matter.
- The complaint has been considered by the Operations Director and the centre user is dissatisfied with the outcome.
- The complaint is about the Operations Director/CEO. In this instance an addressed envelope to the Chairman will be issued.
- The Directors will review the Operations Director/CEO notes relating to the investigation of the matter where applicable and carry out their own investigations.

5. Discipline

Any disciplinary action deemed necessary will be conducted in accordance with the Discipline and Grievance Procedures of the Centre.

6. Feedback

The aggrieved will be kept informed of the progress of the investigation of the complaint and of the outcome.

Please Return To:

Hannah Scott
Trinity Winchester
Bradbury House
Durngate Place
Winchester
SO23 8DX

Compliments, Feedback and Complaints Form

1 Name _____

Address (Where applicable) _____

2 Date _____

3 Please give details of the nature of your compliment or complaint, including names, times and dates where applicable.