

COMPLIMENTS AND COMPLAINTS POLICY

Complimenting Our Service

Compliments are valuable, welcome and important and when they are received, either verbally or in writing, they will be recorded. Compliments enable Wokingham United Charities to: -

1. understand that the service provided is satisfactory
2. provide positive feedback to our staff
3. influence our organisation and service development

Complaints

The Charity recognises that there are times when our trustees or staff make mistakes, or get things wrong. In order to learn from such mistakes, we need to know about them and encourage people to comment or complain. This policy seeks to ensure that:

- Individuals who complain are listen to and treated with courtesy and empathy
- Individuals will never be disadvantaged as a result of making a complaint
- Complaints are investigated promptly, thoroughly, honestly and openly
- Apologies are given as appropriate
- Complaints handling complies with confidentiality and data protection policies

Complaints may be made by residents, their careers and families or a representative of a resident, or charitable organisation. Wokingham United Charities will not be able to deal with an issue through the complaints process if:

- A complaint relates to a legal matter that is already being dealt with by a solicitor
- The complainant is anonymous, unless there is sufficient documentary evidence to substantiate the complaint

Residents are encouraged to raise minor complaints informally in the first instance and preferably verbally, as this can lead to better understanding and very often to a quick resolution of the issue.

Complaints about Westende	Report first to Westende Supervisor
Complaints about Grants	Report first to Office Manager
Complaints about Trustees or Staff	Report to Chair of Trustees

If the complaint cannot be solved quickly or if the complaint is more serious, it should be made in writing to:

Operations Manager For Westende	manager@wokinghamunitedcharities.org.uk
Chair of Grants for Grants	grants@wokinghamunitedcharities.org.uk
Chair of Trustees for staff and trustees	Mark.Hall@hallhunter.co.uk

If you need help with a written complaint, a member of staff will be happy to help write your statement, or you may prefer a member of your family or a friend to help you. A written complaint should include sufficient detail to enable the charity to investigate.

Written complaints will be acknowledged upon receipt. The acknowledgement will indicate the next course of action and the anticipated timescale.

If the complainant is still not satisfied with the outcome, they have 7 working days to submit a written appeal, and the appeal will be dealt with by the appropriate member of the Trustee Board.

The Chair of Trustees will respond in writing to the complainant advising of the action taken to resolve the complaint.

The decision of the Trustees is final

- If a complaint is pursued unreasonably or where an individual's actions or behaviours are deemed to be unreasonable, Wokingham United Charities reserves the right to close the complaint.
- A complainant who displays threatening or abusive behaviour or language (whether verbal or written), that causes staff or trustees to feel threatened, abused and/or continues to contact the charity with unreasonable demands during/following a complaint investigation, may have their appointment set aside if a resident or it may be reported to the police.
- In cases where Trustees consider a complaint is unreasonable and overly persistent and decide to bring the complaint to an end, they will inform the complainant of their reasons.



This policy has been approved for issue by the Board of Trustees.