



The Recovery College Collective (ReCoCo)

Comments, compliments and complaints policy and procedure

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Document details and review

Responsible person

Alisdair Cameron

Date approved by ReCoCo Board of Trustees

November 28th 2018

This policy will be reviewed every 2 years

Next review date

November 2020

1. Introduction

ReCoCo makes every effort to provide a high standard of service and to treat all students and volunteers equally and fairly. We continuously try to improve our services and we value any feedback that will help us do this.

2. Comments and compliments

If you are happy with the service or have any comments we would love to hear from you. You can do this by using the feedback page on our website (at www.recoverycoco.com/feedback/) or by speaking to a staff member or emailing or writing to us.

If applicable, the information will be fed back to the staff and/or volunteers concerned and positive behaviours or processes raised will be looked at to see if they can be replicated elsewhere to improve best practice. Once a year the Board of Trustees will review a summary of the comments and compliments received.

3. Complaints

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner.

4. How to make a complaint

Dealing informally with complaints

We hope that the majority of complaints can be resolved informally and so the first thing to do if you are unhappy about any aspect of our services is to bring this to the attention of a member of staff. They will try to resolve your concerns. If you cannot, or do not wish to, make a complaint in person you can email or write to a member of staff or use the feedback page on our website (at www.recoverycoco.com/feedback/).

Formal complaints procedure

If however, it has not been possible to resolve your complaint informally or if you feel that the complaint cannot be dealt with on an informal basis, you should put the complaint in writing and send it by email or letter to either the Recovery College Co-ordinator or the Launchpad Co-ordinator. It should be marked "Private and confidential".

The person receiving the complaint will send written confirmation within five working days of having received it. Please note there could be a delay in their receiving your complaint if they are on holiday at the time. They will then decide which organisation's complaints policy is the relevant one to follow; it could be that of NTW NHS Foundation Trust, Mental Health Concern or this ReCoCo's policy (see Appendix 1 for the "formal complaint decision tree"). If it is the complaints policy of NTW NHS Foundation Trust or Mental Health Concern, you will be notified accordingly and provided with details of that policy. If it is ReCoCo's Comments, Compliments and Complaints Policy, the procedure that will be followed is the steps below.

The person who is to deal with the complaint will arrange to meet the parties concerned within 15 working days of receipt of the complaint.

If you need additional support you may have the assistance of a friend or someone else to help you make your complaint. If the complaint is against someone else, that person will have the right to state their version of events and to be accompanied by an appropriate person.

The person dealing with the complaint will investigate the complaint, reach a decision and notify the complainant and any other parties concerned of the outcome within 25 working days of receipt of the complaint. However, a more complex investigation might require more time.

If the complaint is upheld the person dealing with the complaint will discuss appropriate action with the Chair of the Trustees and any person whom the complaint was made about.

The person dealing with the complaint will record the details of the complaint, the investigation undertaken and any action to be taken using the "Formal complaint form" (see Appendix 2) which will be stored confidentially in a locked filing cabinet and/or a password protected folder on ReCoCo's IT system.

If a complaint is upheld against a member of staff, this may invoke the disciplinary procedure of the relevant employing organisation.

A report outlining the action taken, but not the name of the complainant, will be submitted to the next Board of Trustees meeting.

5. Appeal process

If having followed the formal complaints procedure you feel that the matter has not been satisfactorily resolved, you have the right to lodge an appeal with the Board of Trustees. You should put the details in writing and send it by letter addressed to the “Chair of the Board of Trustees” and marked “Private and confidential”. You have 20 working days from the date you were informed of the outcome of the investigation above to lodge an appeal.

A special meeting of a subgroup of the Board of Trustees will be organised. The subgroup will try to arrange the appeal hearing within 20 working days of receiving the request. However, in more complex cases, additional and external information may be sought which could take longer. You will be kept informed of this.

You may be accompanied at the appeal hearing by a friend or someone else if you wish. If the complaint is against someone else, that person will have the right to be accompanied by an appropriate person.

The subgroup’s decision is final and you and anyone else involved will be informed of the decision and reasons for it in writing.

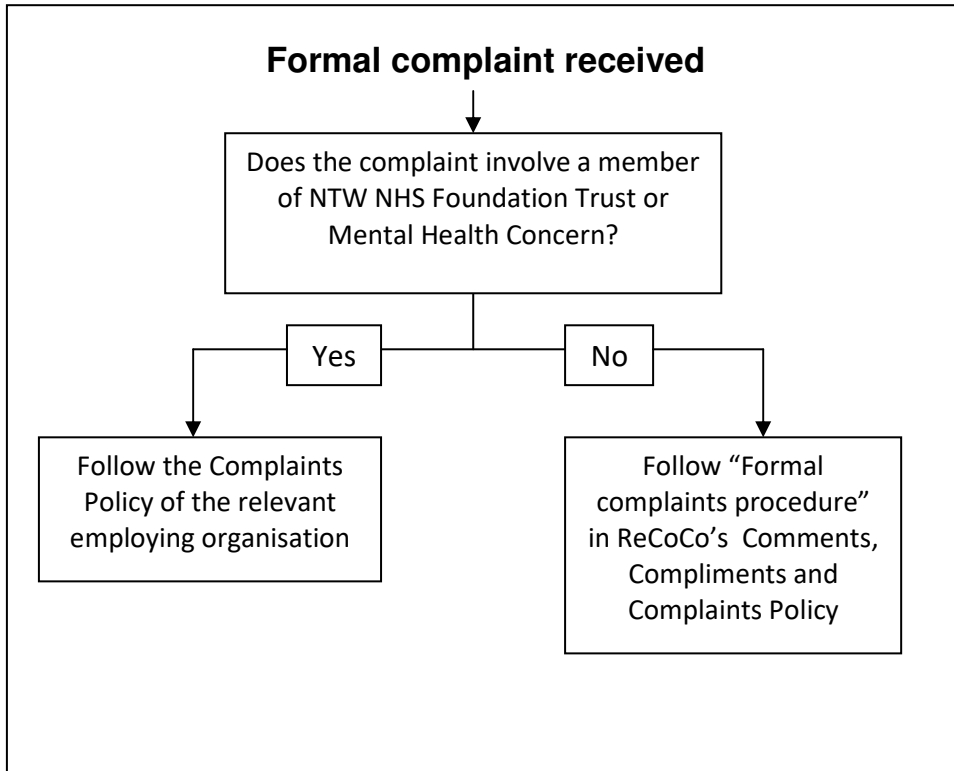
A written record of the subgroup’s meeting, investigation and decision will be made and stored confidentially in a locked filing cabinet and/or a password protected folder on ReCoCo’s IT system.

A report outlining the action taken, but not the name of the complainant, will be submitted to the next Board of Trustees meeting.

6. Safeguarding issues

If a complaint is made that involves a safeguarding issue, then the appropriate safeguarding policy takes precedence.

Formal complaint decision tree



Recovery College Collective

Formal complaint form

Date of complaint:

Name of complainant:

Address:

Telephone no:

Email:

Person dealing with the complaint:

Details of the complaint (including how the complaint was made and to whom):

Investigation undertaken:

Action to be taken:

Outcome:

Signature of Chair of Board of Trustees:

Date: