



Complaints Procedure

We want your involvement with ChangesPlus to be as pleasant and experience as possible, so if there is anything at all that you are not happy with please let us know and we will do all we can to put it right.

If you have a complaint about ChangesPlus, please let us know as soon as possible and we hope the procedures below makes it as smooth a process is possible.

Our complaints procedure has the following goals:

- To deal with complaints fairly, efficiently, effectively and politely and where appropriate confidentially.
- To ensure that all complaints are handled in a consistent manner throughout.
- To increase member satisfaction.
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who is:

- Receiving a service from or representing ChangesPlus.
- Caring for someone who has a complaint.
- Has been refused a service which they think they are entitled to.

How to complain

ChangesPlus would like to resolve any complaint as soon as possible.

Many complaints can be resolved informally and in the first instance you should ask to speak the CEO or the Chair.

If you make contract in person or by phone, make a note of the name of the person you speak to. If the solution is offered at this point, make a note to this as well.

If you are not satisfied or do not wish for an informal solution, you may pursue a formal complaint.

If you wish to make a formal complaint contact the CEO or the Chair, whose details are listed below

Write down your complaint, mark it private and confidential and send it to:

Robert Walker–CEO robertwalker.57@googlemail.com or
Dorothy Carter–Chair. dorothyvernoncarter@virginmedia.com

N.B. If the complaint is about one of the above the other should be informed immediately

What happens next?

You will receive an acknowledgement of your complaint within five working days. You may be contacted to make sure we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension at this time requires your consent.

Does this always happen?

In all cases complaints will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against any member of ChangesPlus an internal procedure will apply. You will be informed that the disciplinary proceedings have taken place. As these proceedings are confidential, you will only be informed of the details or outcome of matters outside the disciplinary procedure.

If a serious criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can.

Monitoring and Review

The CEO and/or Chair is responsible for monitoring the effectiveness of this policy.

Review Due20th April 2020.

SIGNED. CEO.CHAIR. DATE.....