



## COMPLAINTS AGAINST K|E

### **Purpose:**

This policy sets out the protocols for any person or agency who wishes to make a complaint against a person employed by or representing K|E

### **Applies To:**

All Staff, Volunteers and Trustees

### **Policy:**

K|E is committed to ensuring that its services are of the highest quality and wants to ensure that the services provided run effectively for the people who access them. This procedure sets out how service users can make a complaint and how K|E will respond.

*Please note that there is also a grievance policy which may be more applicable in some situations.*

### **Making a Complaint:**

If the complaint is about K|E, there are four stages which service users can go through to try and resolve the problem. They may wish to involve an advocate, friend or other to support them at any stage. If the complaint regards the organisations treatment of an individual, general mal-practice or involves a whistleblowing scenario the complaint should be passed straight to the GM. If the complaint is about the GM then it should be addressed to the Chair of K|E Board of Trustees.

### **Stage 1 (informal):**

The complaint should be raised with the individual concerned in the first instance. If the complaint regards a service or group, the issue should be raised with service delivery staff present. If necessary, the employee concerned is required to tell the service user who their line manager is. Hopefully most complaints can be dealt with quickly and effectively in the informal stage.

### **Stage 2 (formally registering a complaint):**

If the service user feels unable to make the complaint informally or feels it is too serious to be made in the informal stage, then they should make a formal complaint. An outline of the details of the complaint should be made in writing to the Service Manager.

If the service users does not make a written complaint, they can request a meeting is called with the Service Manager. Notes will be taken during this meeting to outline the complaint; the complainant will sign them.

The service users has the right to be accompanied by an advocate, friend or other at this meeting.

The complaint will be acknowledged within 7 working days from the date it is received with the following information:

- Name and contact details of the person who will investigate the complaint (the chief executive/chair will decide if other staff or trustees should be involved in the investigation)
- The date the investigation will start
- What support the service user can receive during the process of the complaint
- Timescales for the investigation.

The service user will receive a response to the complaint within 21 days from the start of the investigation in writing outlining the following information:

- Details of the investigation
- A decision about whether the complaint was upheld or not.
- The reason for the decision.
- The redress, if appropriate, which will be offered to the service user.
- The Outcome of the complaint.
- If it is not possible to provide a full answer to the complaint within 21 working days, the letter will outline reasons why and a date by which the full answer can be given.

### **Stage 3**

1. If the service user is dissatisfied with the result of the investigation a further complaint can be made within 7 working days of receiving the result. This should be put in writing for the attention of the GM.
2. The GM will review the complaint and original decision, pass judgement and inform the complainant and staff/service user(s) involved of their decision with 21 days. The GM will
  - Read through the necessary papers
  - Speak to all relevant individuals involved in the complaint
  - Attempt to resolve the decision.

### **Stage 4 (Appeal)**

The complainant/complaining body may appeal the decision of the GM to the Board of Trustees. The Board will write to the service user within 21 working days of receiving the appeal to confirm:

- The final decision about the complaint
- The reason for the decision
- The redress, if appropriate, which will be offered
- Any action that may be taken in light of the complaint.

The decision of Board of Trustees is final.

Time limits:

K|E will endeavour to work within time limits outlined in this policy. However, in circumstances where time limits cannot be met due to unforeseen circumstances, complainants will be notified in writing. The person responsible for handling the complaints will supply the reasons for the delay with adjusted timescales.

Records of Complaints:

Each individual complaint will be kept on file for three years in a lockable filing cabinet. Information held will include:

- The complainants original complaint detailing the nature of the complaint
- Staff/trustees involved in the investigation
- Action taken as a result of the complaint
- Whether the panel were able to work within the time limits.

**\*Information will be held for up to 6 years.**

**Set out below is a flow chart of the complaints procedure.**

