

Woodford Halse Good Neighbours Scheme

Complaints policy

This policy was agreed by the Woodford Halse Good Neighbours Scheme Steering Group on

_____ (date)

Signed _____ (chair)

Date of Review _____

Woodford Halse Good Neighbours Scheme Complaints Policy

1.0 Introduction

The Woodford Halse Good Neighbours Scheme is committed to ensuring the welfare of volunteers and clients and aims to treat everyone with dignity and respect and to be friendly and professional in all its activities and actions. It is hoped that in any dispute the people concerned can resolve the matter informally.

In the unlikely event that any person needs to make a complaint about any aspect of the service or its organisation, contact should be made as soon as possible with the Scheme Coordinator, who will record the complaint, inform the Chairperson, and ensure that action is taken to seek to resolve the matter without delay. Any complaint will be considered carefully and investigated fully in a confidential manner.

If it is not possible or appropriate to contact the Scheme's Coordinator, then contact should be made directly with the Chairperson (see details below).

The Coordinator or the Chair will acknowledge receipt of the complaint within seven days and will inform the Scheme's committee.

The Chair will discuss the complaint with the complainant and the client involved to agree how it can be resolved. The client or complainant should have the right to explain the complaint in person and to be accompanied for support if they so wish.

Usually the complaint should be dealt with within 21 days and the Chair will write to the complainant to confirm the outcome.

The Chair will keep a record of all complaints made to the Scheme, including how those complaints were dealt with and how they were resolved.

If after this process has been completed, the complainant feels that the issue has not been satisfactorily dealt, they will be advised as how to contact an independent adjudicator such as the Citizen's Advice Bureau.

Contact details:

WHGNS Coordinator - Carole Justice Gray 07535 980007

WHGNS Chairperson - Iain Osbourne 07934 464053