



Compliments & complaints policy

Last updated June 2024

Purpose:

Last updated June 2024

We are always glad to hear from people with feedback about the services we offer.

All compliments are recorded, acknowledged, and a copy is sent to the Janna Edwards Founder of 15 Days in Clay to provide feedback to the member of staff or service.

Our complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

The below policy sets out our procedures for both compliment and complaint management for all employees, volunteers, participants, and visitors of 15 Days in Clay.

Scope:

This policy applies to all employees, volunteers, contractors, participants, and visitors at 15 Days in Clay.

1. Our Aim

15 Days In Clay is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly



Compliments & complaints policy

Last updated June 2024

- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from 15 days participants as well as members of the public about our services, facilities, staff and volunteers.

2. Definitions

- A compliment is an expression of satisfaction about the standard of service we provided.
- A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

5. Responsibilities

15 days in clay responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Janna Edwards Founder of 15 days in clay on the address above. Attention will normally be within 1 week of the issue arising;
- raise concerns promptly and directly with a member of staff at 15 days in clay.
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow 15 days in clay a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond 15 days in clay's control.

6. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and 15 days in clay maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with



Compliments & complaints policy

Last updated June 2024

each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

7. Complaints Procedure:

Written records must be made by 15 days in clay at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the complainant should be advised that a formal complaint may be made and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

- a) A formal complaint can be made either verbally or in writing. If in writing the attached form should be used. If verbally, a statement should be taken by a member of the Management Team, staff member or a supervisor.
- b) In all cases, the complaint must be passed on to Janna Edwards. In the event of a complaint about Janna Edwards the complaint should be passed to the Learning Disability team at BCP Council.
- c) Janna Edwards, depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.
- d) Janna Edwards will investigate the complaint. Any conclusions reached should be discussed with the participant or staff/volunteer member or family or supported home involved and their Line Manager.
- e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

Stage 3

- a) If the complainant is not satisfied with the above decision then Social Services will be convened. The sub-group will examine the complaint and may wish to carry out further interviews, examine files / notes. They will respond within four weeks in writing. Their decision will be final.



Compliments & complaints policy

Last updated June 2024