

Policy Name	Recovery Cymru Community Complaints Policy & Procedure	
Approval Date	12 th September 2017	
Review Cycle	Annually	
	Reviewed by	Approved by
Date 12/5/21	 Rachel Bayer	 on behalf of trustee board 29.6.21
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Complaints Policy and Procedure

Recovery Cymru Community aims to provide high quality community services to all of our members, volunteers and to other agencies and individuals that interact with us

We are committed to providing a high standard and to continuously improve and extend what we can offer. However, we recognise that there may be occasions when things go wrong. It is important that you tell us when this happens so that we can deal speedily with the problem you have raised. Feedback really does help us to improve the quality of our work.

All volunteers and members have a right to expect a courteous resolution of misunderstandings and a prompt and helpful approach in dealing with complaints and solving problems. The Leadership & Management Team are responsible for ensuring that all staff have access to proper training in handling complaints and is responsible for the monitoring of complaints.

We will ensure your complaint will be: -

- dealt with as quickly as possible
- handled fairly and politely; and
- investigated fully

How can an individual complain?

We wish to be as flexible as possible in receiving complaints. Individuals can complain:

- by letter
- by phone
- in person
- by email

Our COMPLAINTS PROCEDURE has three stages:

STAGE 1: INFORMAL COMPLAINT

You should, in the first instance, make your concerns known to a trusted member of staff.

In all cases where a complaint arises every effort should be made by the member of staff to resolve the complaint quickly and informally. Though the complaint is informal the member of staff is advised to keep a record

of any discussions and / or correspondence that takes place.

They will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint and be provided with a copy of Recovery Cymru Community's Complaint Procedure.

STAGE 2: FORMAL COMPLAINT

If you wish to proceed, you will need to put your complaint in writing addressed to the appropriate member of the Leadership & Management Team which is likely to be the Director or Operational & Learning Lead. Your complaint will be acknowledged in writing or by phone within 5 working days and we will aim to resolve the complaint within 10 working days. If this target of 10 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding.

They will record the date, time and nature of the complaint; subsequently a brief summary of the process of resolution and the final outcome should be recorded. Where necessary they will personally seek the views of the parties involved and attempt to resolve the matter at this stage

If the complaint involves the Director, you may address your complaint directly to the Chair of Trustees.

STAGE 3: MY COMPLAINT HAS BEEN INVESTIGATED, BUT I AM STILL NOT SATISFIED

At this stage the complaint will be dealt with by the Chair of Trustees in conjunction with the Director and an additional member of the board of Trustees. Should the complaint involve the Director, the matter will be dealt with by the above plus another senior manager or trustee. An investigation will be carried out and a response provided within 28 working days. The response of the Board sub-group will be final.