

## **Wanstead and Woodford Migrant Support (WWMS) Complaints Procedure**

### **Purpose and Scope**

WWMS aims to provide members, individuals, and organisations with the best possible service. However, from time to time there are occasions when users of our services may feel that the quality or level of service provided falls short of what can reasonably be expected. Your continued involvement and goodwill is of great value to us. If you have a complaint, we would like you to tell us about it.

Disagreements among staff or volunteers are addressed as appropriate and handled as set out in WWMS's Grievance Procedure.

### **Responsibilities**

The overall responsibility for this procedure lies with the Trustees and team, who are ultimately responsible for ensuring that:

- All complaints are resolved through taking the necessary action to correct problems.
- All complaints are reviewed to identify the need for any preventative action to minimise the chances of such a complaint recurring.
- Any other feedback is reviewed so that any lessons can be learnt and necessary action taken.
- All staff are responsible for:
  - Reporting complaints and feedback through their lines of management
  - Fully co-operating with any investigation into a complaint
  - Ensuring that clients are aware of how to make complaints

Failure to report complaints or to fully co-operate with an investigation into a complaint may give rise to disciplinary action.

### **Policy**

All clients are informed of the organisation's complaints procedure when they first make use of the service. In addition, copies of the Complaints Procedure are made readily available and displayed in the organisation's offices.

All complaints (whether verbal or in writing) will be investigated in a constructive manner to establish their validity. Any valid complaints will be thoroughly investigated and resolved at the earliest opportunity.

The person making a complaint shall be advised of proposed action as soon as possible.

Corrective and preventative action (where applicable) shall be agreed, and the complaint resolved, within 28 working days of receipt.

If this is not possible, the person making the complaint shall be informed of the progress of the complaint.

Legitimate complaints show we have not performed well. They represent a good opportunity for development.

### **Complaint Management**

Details of any complaint or feedback are always recorded by the staff member receiving the complaint (whether verbally or in writing) in the Complaints Records Form.

Complaints are always reported to the member of the management team with operational responsibility for the area concerned. S/he will consider the validity of the complaint and may allocate it for further investigation or resolution.

Details of the investigation, actions taken and communications made are recorded in the Complaints Records Form and in the case of complaints from clients a record is also made on the clients file. (In the case of complex complaints, the Complaints Records Form may reference to other documents.)

The allocated person takes the agreed corrective and preventative action to achieve a satisfactory solution, seeking advice from the management team where required.

All significant complaints are reviewed by the management team (through management team meetings) to ensure that any corrective and preventative actions are progressed /actioned in a timely manner.

On completion of any corrective / preventative actions (subject to any checks that need to be carried out), the Complaints Records Form is signed off.

Comments and Complaints are a standing item for discussion at each Board meeting.

### **Complaints against Staff members**

In the event that a staff member is the subject of a complaint, the organisation may re-deploy the employee or suspend him/her on full pay while an

investigation is carried out. The Chief Executive Officer is responsible for such decisions.

Disciplinary proceedings or poor performance procedures may be instigated as a result of a complaint.

Where disciplinary proceedings are required, the organisation will determine, on a case-by-case basis, whether complaint or disciplinary action takes precedence or whether these are carried out in parallel. All investigations will be carried out as expeditiously as possible and the employee has the right to be accompanied during investigation.

**Wanstead and Woodford Migrant Support  
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