



COMPLAINTS PROCEDURE POLICY

INTRODUCTION

This Policy is applicable to all those involved with the Blackdown Support Group: staff employed by the Blackdown Support Group, volunteers, trustees and clients.

STAFF, VOLUNTEERS AND TRUSTEES

On occasions there may be things that go wrong in your dealings with a client or with the Blackdown Support Group or you may be worried about someone or something.

Should this be so, we suggest the following action.

Talk to the Co-ordinator in the first instance,

The Chairman or Vice- Chairman will be available to help with your concerns if necessary.

In exceptional circumstances you may wish to talk with your GP.

You can leave a message on the answer phone for the Co-ordinator or the Chairman or you can write to them via the Blackdown Support Group office. Your complaint or worry will be treated in the strictest confidence. We will aim to respond to your concern within seven days and hope we will be able to resolve this to your satisfaction.

You may also have suggestions to make – your ideas could be helpful – so please don't hesitate to put them forward.

CLIENTS

Should a client voice or express dissatisfaction with any part of the services provided by the Blackdown Support Group please ask them to contact the Co-ordinator or a staff member in the first instance. This may be by phone, email or letter. We will allow them opportunity to discuss the issues with the Chairman or an appropriate member of the committee.

We will consider all comments and complaints in a timely and professional manner.

Review Date: December 2016

Approved by Committee on: 14 February 2017

Signed by Chairman: Sarah Folland

Next Review Date: