

Complaints Procedure

PAVS' policy and procedural documents have been developed to meet the specific needs of the Association and are periodically reviewed in line with any changes in the law or statutory provision. They are provided as an example for information purposes only.

Other Information Sheets in this series:

- P01– Probationary Period Operational Procedure
- P02– Staff Appraisal Policy
- P03– Confidentiality Procedure
- P04– Policy for time off for staff with Care Responsibilities
- P05– Policy on extended Unpaid Leave
- P06– Volunteer Policy for PAVS' in-house volunteers
- P07– Criminal Records Procedure (reviewed Sept 04)





Pembrokeshire Association of Voluntary Services

Complaints Procedure

The purpose of a complaints procedure is to ensure that complaints from people who use PAVS' services are dealt with in a structured, timely and appropriate manner and to ensure the service benefits and improves as a result of such complaints.

1. VERBAL COMPLAINTS

- 1.1 The member of staff first receiving the complaint will ascertain that the complainant has seen a copy of PAVS' leaflet "Complaints' Procedure" and is aware of what to do.
- 1.2 If not, the staff member must take the complainant through the necessary first steps.
- 1.3 The staff member should ascertain the nature of the complaint; take all relevant details; transfer these to the Complaints' Registration Form.
- 1.4 When the complaint is of a fairly minor nature and can be dealt with directly by the member of staff to whom the complaint has been made then details of the complaint, actions taken and date of resolution should all be recorded on the Complaints' Registration Form.
- 1.5 The member of staff must then forward the completed Complaints' Registration Form to the Director for information.
- 1.6 The Director will provide written acknowledgement of the complaint and its outcomes, and a copy of the leaflet "How to complain". The form and associated correspondence will be filed at the PAVS' main office.
- 1.7 All complaints, no matter how minor, MUST be dealt with and acknowledged in writing, together with a copy of the leaflet "How to complain".
- 1.8 Where the complaint is more complicated, the member of staff will, having taken the details as in 1.3 above, inform the complainant that the Director of PAVS will contact them by letter within two working days and MUST immediately contact the Director, faxing (where appropriate) a copy of the Complaints' Registration Form.
- 1.9 Action must then be taken as in 2.3 below.

2. WRITTEN COMPLAINTS

- 2.1 Staff receiving a written complaint will forward it, by fax if appropriate, to PAVS' main office, for the urgent attention of the Director (if not received in the main office in the first instance).
- 2.2 However, if the written complaint is of a less serious nature and can be dealt with locally and directly by the member of staff to whom the complaint has been addressed, this will be done in line with 1.4 above. If the complaint is resolved satisfactorily, a copy of the letter of complaint, along with the completed Complaints' Registration Form, and all associated correspondence must be forwarded to PAVS' main office and dealt with in line with 1.5 and 1.6 above.

- 2.3 When the complaint cannot be resolved satisfactorily locally then action must be taken in line with 1.8 – the Director of PAVS must ensure that a letter acknowledging receipt of the complaint is despatched within two working days of receipt. The letter will also give details of how PAVS will deal with the complaint, if this is appropriate.
- 2.4 Where further investigation is required, this will be noted in the first letter of acknowledgement.
- 2.5 The complainant will be informed of all progress and of any delays, particularly when the investigation and remedial action will take longer than 7 days.
- 2.6 If the outcomes of investigations are not satisfactory to the complainant, then a response should be made in writing to the Director, which will be passed to the Chair of the Executive Committee for the matter to be considered at the highest level of the Association.
- 2.7 Confidentiality must be respected and maintained throughout the process.

3. FOLLOW-UP A RESOLVED COMPLAINT

- 3.1 All complaints will be filed in chronological order in the PAVS' Complaints' File located in the Director's office. A control sheet will be kept noting the nature and date of the complaint to monitor whether a similar complaint is received in the future.
- 3.2 An annual review of the complaint process will take place. This will include a survey of all complainants who will be sent a questionnaire (with stamped, addressed envelope) and asked to complete it, commenting on the service received and eventual outcome.
- 3.3 This practice will identify areas of concern and will attempt to ensure causes of complaint are not repeated and that there is an improvement in service provision. In addition, a random survey of service users will take place to ascertain their level of awareness of the complaints' procedure and to invite comments upon it. The results of these surveys will be published in the annual report.

4. FORMS AND PROCEDURES

- 4.1 Complaints' Registration Form
(See copies attached)

COMPLAINTS' REGISTRATION FORM

Ensure all relevant papers are attached to this form

SECTION A: Complainant

Mr/Mrs/Ms/Miss* First Name(s) Surname

Name of Organisation (if applicable)

Address:.....

.....

Post Code Telephone No Fax No

Is someone else complaining on behalf of this person? YES/NO* If YES record details

Mr/Mrs/Ms/Miss* First Name(s) Surname

Name of Organisation (if applicable)

Address:

.....

Post Code Telephone No Fax No

SECTION B: Brief Detail of Complaint

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SECTION C: Action

Name of staff member taking initial complaint:

Preliminary action:.....

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Passed to: For action on (date)

Was complaint acknowledged within 2 working days? YES/NO* If NO, given reason and action taken

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Investigative action taken: (continue on separate sheet if necessary)

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Complaint resolved satisfactorily YES/NO* by Date

If NO – Complainant notified of action taken within 7 working days? YES/NO*

Complaint unresolved after 7 days? YES/NO*

If YES: complainant advised to
contact Director of PAVS YES/NO*

Complaint unresolved following this
course of action? YES/NO*

If YES, complainant advised of
appropriate next steps to take YES/NO*

Complaint ultimately resolved by Date

(* please delete as appropriate)