



The Voice for The Broads
Registered Charity No. 1078434

Complaints Policy

The purpose of this policy statement is:

- Ensure everyone knows how to make a complaint and how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Provide individuals with a fair and effective way to complain about our work
- Ensure that complaints are monitored to improve our services

We Will:

- provide a good standard of quality services to our members, volunteers and participants.
- take seriously any concern or complaint and will investigate it promptly, for resolution as quickly as possible
- recognise that all our members and volunteers
 - -have the right to raise concerns or complaints about our services
 - -have access to clear information on how to voice complaints and concerns
- deal with complaints in line with our Confidentiality policy
- keep a register of all complaints,
- use the complaints procedure as part of the process of monitoring the quality, effectiveness and non-discriminatory nature of our services
- Ensure all Trustees, staff, and volunteers and members will read, understand and comply with this policy and its procedures
- Seek feedback from individuals, users of our services, stakeholders, funding bodies and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work.

We will seek to deal with all complaints and concerns by:

- Ensuring everyone knows how to make a complaint and how a complaint will be handled
- Ensuring that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Providing individuals with a fair and effective way to complain about our work
- Ensuring that complaints are monitored to improve our services
- Listening carefully to complaints and treat complaints as confidential, where possible
- Recording, storing, and managing all complaints accurately and in accordance with the Data Protection Act
- Investigating the complaint fully, objectively and within the stated time frame
- Notify the complainant of the results of the investigation
- Inform the complainant of any action that will be implemented to ensure that there is no re-occurrence