



WILTSHIRE INVOLVEMENT NETWORK

Complaints Policy

Introduction

This document covers complaints that may arise about WIN as a whole, or a WIN member. It is important that WIN and WIN participants are accountable and are seen to be so – by giving everyone with whom they come into contact the opportunity to express dissatisfaction if and when appropriate. A complaint must be dealt effectively and promptly. Complaints should not be seen as a threat; if they are correctly handled they can be used to improve people's performance and the quality of service and re-build good relationships between all parties.

Procedure

Complaints should be formally addressed to the WIN Officer who will be responsible for acknowledging the complaint, recording the information and ensuring that the policy is followed.

Three members of the Core Group will be identified, as a complaints committee, to oversee and manage the process. The Core Group will nominate a Chair.

This group will investigate the complaint, with the support of the WIN Officer and response formally to the complainant and, after investigation will be responsible for preparing the evidence and drafting a response on behalf of WIN.

The Chairman will report to the Core Group at its next meeting outlining the complaint, outcome and learning for WIN.

Any individual Core Group member receiving a complaint shall pass it immediately to the WIN Officer for acknowledgment and investigation. There will be a six month time limit for making the complaint after the

date of the incident. The Chair of the complaints committee shall have the power to waive this limit where he/she considers the significance and importance of the complaint merits such action.

Principles

All complaints should be acknowledged, investigated and responded to within agreed time limits.

Complainant should be treated fairly, effectively without prejudice or discrimination. Complainants should be kept informed of the progress of their complaint. All concerned should seek to resolve complaints to the satisfaction of the complainant and with full fairness to others involved.

Complaint Investigation

A member contacted by someone making a complaint will immediately forward the complaint to the WIN Officer

The complaint will be acknowledged within three working days.

Three members of the Core Group will be identified to form a complaints committee.

The WIN Officer and the Chair of the complaints committee agree the method of investigation and identify who will be responsible

An investigation into the nature of the complaint will be carried out. This may involve meeting with the complainant and the person(s) complained against

The committee will meet to consider the evidence collected and decide if the complaint is upheld or dismissed.

A written response will be sent to the complainant within 20 working days of receiving the complaint listing the committee's decision. Exceptionally, if this deadline cannot be met, a written response should explain why and give a new deadline for the response.

If a complainant is not satisfied with the outcome they can lodge an appeal which will be heard by three different Core Group members.

If the complainant wishes to take legal action and notifies us of this intention, the complaints procedure will be stopped at that point.

Scope of this policy

Complaints that are outside the scope of this document;

- Serious financial complaints
- Complaints about criminal matters

Within the scope here are all other complaints that may arise about WIN as a whole or a WIN member;