

## COMMENTS, COMPLAINTS AND COMPLIMENTS POLICY

### 1. INTRODUCTION

- 1.1. THCVS is committed to providing its members and service users with services which meet their needs and ensures that they are treated fairly and with respect. Comments, complaints and compliments provides feedback about what our members and service users think of our services and this feedback will be used to assist THCVS in continually improving its services.

### 2. COMMENTS

- 2.1. A comment is defined as being an idea, suggestion or opinion on how THCVS could improve its services. If you want to make a comment on THCVS's work, this may be done either verbally or in writing, including by email.
- 2.2. If you want a conversation to be dealt with in accordance with this Policy, rather than being seen as an informal matter, this must be made clear at the time the comment is made.
- 2.3. When a comment is received, it will be recorded by a member of staff to ensure it is tracked and responded to within the specified timescales.
- 2.4. The THCVS will reply to the person making the comment within **ten working days**. The reply will include details of any action which THCVS is to take as a result of the comment.

### 3. COMPLAINTS

- 3.1. A complaint is defined as being any expression of dissatisfaction with the service that THCVS provides.
- 3.2. If you want to make a complaint about THCVS's work, this must be done in writing and the complaint should be sent to the Chief Executive or the Chair of the Trustee Board alone if the complaint is about the Chief Executive.
- 3.3. When a complaint is received, it will be recorded by the Administrator to ensure it is tracked and responded to within the specified timescales.

The process for dealing with complaints is:

- 3.4. A member of staff will acknowledge receipt of the complaint in writing **within two working days** and advise the complainant of the date by which they will be sent a written response. The timescale for responding to the complainant will depend on the nature of the complaint and scale of the resultant investigation into the circumstances which led to the complaint being made.
- 3.5. THCVS will keep the complainant informed of progress if a response to the complaint cannot be made within the timescales which were originally set.

- 3.6. The Chief Executive will arrange for an investigation into the circumstances which led to the complaint being made. If the complaint is about the Chief Executive, then the Chair of the Trustee Board will arrange for the investigation to take place.
- 3.7. Once the investigation is complete the Chief Executive, or the Chair of the Trustee Board if the complaint is about the Chief Executive, will write to the complainant.
- 3.8. This response will, when appropriate, offer an apology and / or offer a solution to resolve the complaint. This letter will also advise the complainant of their right to appeal against any decision made, and whom they should contact to escalate the complaint to the next stage in the procedure.

#### **4. COMPLIMENTS**

- 4.1. A compliment is defined as being feedback which informs THCVS that it has provided a service well.
- 4.2. If an individual wants to offer a compliment about THCVS's work, this may be done either verbally or in writing including via email.
- 4.3. If an individual wants a verbal compliment to be dealt with in accordance with this policy, rather than being seen as an informal matter, this must be made clear at the time the compliment is being made.
- 4.4. When a compliment is received, it will be recorded by a member of staff to ensure it is tracked and responded to, if appropriate, within ten working days.

#### **5. MONITORING**

- 5.1. A report on Comments, Complaints or Compliments received during the previous will be presented to the THCVS board as required