



# *Complaints Policy*



**Evergreen Care Bexley (ECB) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.**

### **Our policy is:**

- to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- to publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- to make sure everyone at ECB knows what to do if a complaint is received
- to make sure all complaints are investigated fairly and in a timely way
- to make sure that complaints are, wherever possible, resolved and that relationships are repaired
- to gather information which helps us to improve what we do.

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of ECB.

### **Where Complaints Come From**

Complaints may come from any person or organisation who has a legitimate interest in ECB.

A complaint can be received verbally, by phone, by e mail or in writing. This policy does not cover complaints from staff or volunteers who should use ECB's Discipline and Grievance policies.

#### **Who deals with Complaints?**

The Complaint will be dealt with by the Head of the relevant Service. If the complaint relates to any member of staff it will be dealt with by the Chief Executive. If the complaint is about the Chief Executive it will be dealt with by the Chair of Trustees.

#### **How long will complaints take?**

A letter confirming receipt of the complaint will be sent within 5 working days. A full response to the complaint will normally be sent within 2 weeks of the receipt of the complaint. If the matter cannot be dealt with in that time a letter will be sent to the complainant stating the

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reasons for the delay and giving a timescale when a full response will be provided. When relevant, an update will be given every two weeks in such cases.

Appeal.

If the complaint is not upheld the complainant has a right of appeal. This appeal will be dealt with by the Chief Executive unless the complaint is about the Chief Executive in which case the appeal will be dealt with by the Chair of Trustees.

## **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## **Responsibility**

Overall responsibility for this policy and its implementation lies with the Board of Trustees.

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