



Compliments and Complaints Policy

As a Christian organisation, Faithworks Wessex (FWW) believes that it is responsible not only to society, but also to God, for the way in which its work is carried out.

The general principles of transparency, accountability and good stewardship govern all the actions of trustees, staff and volunteers. Compliments and complaints are therefore taken seriously, regardless of their source.

We treat all comments and complaints as an opportunity to improve. We are happy to acknowledge the mistakes that we have made, sincerely apologise for them and then try to prevent them from happening again in the future.

1 Service Users

All service users will have the policy explained to them at the first suitable opportunity and a copy will be made available to them (and put on the FWW website) for future reference.

2 Compliments

Compliments should be sent direct to the person or team to whom they refer, as an encouragement to them in their work. Employees and volunteers are encouraged to also report them to the Chief Executive and the trustees.

3 Complaints procedure

3.1 Service users or volunteers are encouraged to first of all discuss their concerns with the relevant employee informally to see if there is any immediate resolution that can be actioned

3.2 If the issue cannot be resolved or if a service user or a volunteer has a complaint against the relevant staff member or FWW in general, then they can register it in 3 ways:

- By calling 01202 429037 and asking to speak to the Business Support Manager or CEO
- By emailing the CEO at alistair@faithworkswessex.org.uk or through the website contact form
- By writing to the CEO at Faithworks, Heron Court Road, Winton, Bournemouth BH9 1DE

3.3 In all cases, the Business Support Manager or CEO will log the complaint on the FWW complaints form. They will then seek to contact the complainant to seek more information and to confirm that the complaint has been received – this will be done within a maximum of 5 working days of receipt.

- 3.4 The Business Support Manager or CEO will then investigate the details of the case (by talking to relevant employee etc.) and report back to the complainant within a further 10 working days, normally in writing.
- 3.5 If the complainant is not content with the result at this point, then they may appeal to the FWW chair of trustees by any of the means noted in 3.2 above. The chair will investigate further and respond in writing within 28 days.
- 3.6 There may be rare occasions when we chose not to respond to a complaint at all. These include:
- When a complaint is about something that FWW has no direct connection to. We may choose to reply to clear our name but we are not obliged to.
 - When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points but we may choose not to reply again, we will always inform them of our decision to do this.
 - When a complainant is being obviously abusive, prejudiced or offensive in their manner; or when they are incoherent or illegible.
 - When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can chose whether it is necessary for us to reply or not.
- 3.7 FWW will not respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve as we can.

4 Complaints log

- 4.1 All complaints and actions taken as a result will be recorded by the Chief Executive and reported to the trustees at their regular meetings.
- 4.2 Serious complaints will be brought to the trustees' attention as they arise, and they will then be kept informed of the investigation and any action taken as a result.

5 Staff

- 5.1 All staff will have the policy explained to them as part of their induction.
- 5.2 A copy of this policy will be included in the staff handbook.

6 Volunteers

Volunteers may also use this policy to ensure their voice is heard. They will be made aware of the policy as part of their training and induction process.

7 Review of this policy

This policy will be reviewed regularly by the trustees of Faithworks Wessex.