

**POLICY: COMPLIMENTS AND COMPLAINTS POLICY**

Relevant to:	Staff, Volunteers, participants, visitors, public, contractors
Review owner:	Chief Operating Officer
Review frequency	3 Yearly
Last review date:	April 2023
Links to other policies:	Disciplinary Policy; Safeguarding Policy
Linked documents:	Compliments and Complaints Register

**PURPOSE AND AIM**

1. To ensure that Daybreak has an effective way to manage complaints, suggestions, and compliments and to ensure that we are able to improve our delivery as a result.

**LEGAL AND GOVERNANCE CONTEXT**

2. None

**POLICY STATEMENT**

3. Daybreak is proud of the work we do and wants to recognise when unsolicited compliments for our work are received. If an individual staff member or team is named in the compliment, we will ensure that they are aware of the compliment.
4. Equally, we want to ensure that we listen and respond to complaints in a timely and professional manner. We review complaints and suggestions and view it as an opportunity to improve the way in which we work.
5. In the majority of cases, it is expected that complaints will be resolved in an appropriate and effective way. However, should a complaint be raised that requires a more formal investigation and response, Daybreak has a procedure in place to ensure that the complaint can be dealt with as quickly as possible and in the best interests of all parties involved.

**PROCEDURES**

6. Anyone wishing to make a complaint or compliment can do so by
  - a. speaking to a member of staff;
  - b. emailing a specific member of staff or [headoffice@daybreakfgc.org.uk](mailto:headoffice@daybreakfgc.org.uk)
  - c. calling head office on 02380 696644

**COMPLIMENTS**

7. Any verbal or written compliments will be recorded by the member of staff receiving the compliment and be passed to their line manager who will respond formally if appropriate. Record of the compliment will be stored in the compliments log and reviewed monthly by the senior leadership team.
8. Any member of staff identified as being the subject of or contributing to any matter giving rise to the compliment will be notified by the Line Manager within one week. Feedback on compliments will be shared with employees at appropriate timings.

## **COMPLAINTS**

9. If a complaint is received and relates to a specific event or programme delivered by Daybreak, the complaint will be passed to the lead member of staff for that activity. They will do their best to resolve any issues.
10. If, after this initial contact, the person making the complaint feels that their concern has not been addressed, they should then contact our head office and ask to speak to a member of the Senior Leadership Team. If the complaint is of a serious nature and the person making the complaint wishes to speak to a senior member of staff immediately, they should contact head office.

### Timescales for response

11. Daybreak is committed to acknowledging all formal complaints within seven days and aims to resolve all complaints within four weeks. In the case of more serious complaints this may take longer, but we will keep the person who raised the complaint informed of progress.

### Safeguarding

12. Any complaint that is related to a safeguarding incident will be managed under the safeguarding policy. The initial complaint will still be recorded as a complaint and, where possible, the person raising the complaint will be kept informed of progress as per our procedures.

### **Unresolved complaints**

13. If the person raising a complaint has concerns that their complaint was not handled correctly in the first instance and still believe that they have not had a satisfactory outcome, they should contact the Chief Executive in writing at our head office, who will investigate the procedures followed subsequent to lodging a complaint. If, after reviewing the procedures the Chief Executive discovers discrepancies, a further investigation will be carried out. If, after reviewing the procedures, the Chief Executive is happy that the procedures were followed correctly and your complaint has been addressed, the matter will be closed.
14. Daybreak will only review an original response to a complaint once, and when the Chief Executive is satisfied that the response and the outcome were satisfactory, there will be no further investigation or appeal.

### **Confidentiality**

15. All concerns and complaints will be treated with discretion, and, as far as possible will be treated in confidence. However, some information will have to be shared with those involved in order that the complaint can be investigated; where there is a statutory requirement, specific agencies will be notified regarding certain types of complaint.

**Recording and Monitoring Compliments and Complaints**

16. All compliments and complaints received by a member of staff must be recorded, even if the complaint is resolved informally. All compliments, informal and formal complaints will be recorded and reported to the Board of Trustees on a quarterly basis.