



COMPLAINTS & FEEDBACK PROCEDURE

Recovery Links
Nottinghamshire

Purpose

Double Impact is committed to providing high quality services, to the satisfaction of those who access them and those agencies with which we work. We are, however, aware that there may be occasions where people feel dissatisfied with certain aspects of the service.

We want you to be satisfied with us. We welcome positive feedback so that if something has gone well we can continue and repeat it. If something has gone wrong, we would like to know so that we can prevent it happening again.

The principles of this policy are therefore that we want to ensure that:

- Commenting is as easy as possible
- We always respond and treat your comments seriously
- Our communications with you about your feedback are prompt and polite
- We learn from comments and use your feedback to improve our services
- We respond to you in the right way, for example with an apology where things have gone wrong; a gracious thank you where you have complimented us; or with an explanation or information as appropriate.

We will always try to respond positively and effectively to complaints and to put right any shortcomings that are within our control, so that any complaint is resolved satisfactorily and speedily.

How to submit feedback to us

It is usually best to contact the person who is providing the service, as they are best placed to respond to comments.

If you have a concern or problem you should similarly try, in the first instance, to resolve the problem with the service or person concerned. They will often be able to put things right very quickly and simply.

If the outcome of this is not to your satisfaction or you would prefer not to raise it directly, then please follow the format set out below.

Policy

It is the right of any individual or service to openly state any complaints, disagreements or grievances. No negative consequence shall be imposed by any staff member on anyone who holds a grievance. Any complaint shall be addressed by Double Impact in a professional and constructive manner. Service users have the right for an independent body or person to assist them with their complaint.

Procedure

Complaints to the project can be made in three ways:

- By bringing the complaint to the attention of a member of staff.
- By completing a Complaints form. These are available from Double Impact staff.
- By contacting us by e-mail or phone:

Double Impact services Head Office
22-24 Friar Lane
Nottingham
NG1 6DQ
Tel: 0115 824 0366
Email: team@doubleimpact.org.uk

The following procedures will then come into effect:

- In the first instance the complaint will be given to a manager who will respond with an acknowledgement **within 3 days**.
- The issue will be raised by the manager and discussed with the relevant person/s.
- Appropriate action will be taken to deal with the matter/complaint.
- Any actions/decisions will be relayed to the complainant **within 10 days**. If more time is required the complainant will be notified of the timescale required to look into the complaint.
- If this is not satisfactory then the complaint will be passed to a more Senior Manager than the Manager who originally dealt with the complaint.
- The issue will be raised by the Senior Manager and discussed with the relevant person/s.
- Appropriate action will be taken to deal with the matter/complaint.
- Any actions/decisions will be relayed to the complainant **within 10 days**. If more time is required the complainant will be notified of the timescale required to look into the complaint.
- Any relevant learning experiences will be shared with the team.