

Your Voice Counts Complaints Policy



1. Overview and Purpose

Your Voice Counts is committed to making sure that all our services will always be good quality. However, there may be times when people who use our services, carers, relatives and the general public will want to raise concerns about our services, policies and practices.

The following procedure will always be followed when considering all complaints.

2. Procedure

1. A person can make a complaint by email, telephone or letter. If a person needs support to make a complaint, they can contact Skills for People: skillsforpeople.org.uk, information@skillsforpeople.org.uk, 0191 281 8737.
2. Complaints will be listened to and discussed in confidence.
3. A letter will be sent to the person making the complaint **within five working days** letting the person know that we are dealing with it.
4. The **appropriate Line Manager** will talk to everybody involved and the results will be reported back to the person who made the complaint **within 28 days**. If the Line Manager cannot respond within 28 days an explanation should be given.
5. The person making the complaint will still be able to have or attend any of the services we provide.
6. The complaint and any decision made by the Line Manager will be recorded and kept by the Chief Executive.
7. If the person making the complaint is not happy with the decision, they can ask for the **Chief Executive** to consider the complaint and carry out more investigation. They can do this by telephone, email or letter within 10 working days of receiving the results of the complaint.
8. A letter will be sent to the person making the complaint **within five working days** letting the person know that the Chief Executive is dealing with it.
9. The **Chief Executive** will talk to everybody involved and the results will be reported back to the person who made the complaint **within 28 days**. If the Chief Executive cannot respond within 28 days an explanation should be given.

10. If a complaint is about how a staff member or volunteer is behaving while doing their job and the investigation proves that the staff member or volunteer is not doing their job properly, then Your Voice Counts' disciplinary guidelines will be started **immediately**.

The Board of Directors will be told about all complaints received **at the next Board meeting** and will look at and discuss everything that happens to see if any changes need to be made to make our services better

3. Document owner

The Your Voice Counts Senior Management Team is the owner of this policy document and must ensure that it is periodically reviewed.

The latest version of this policy document dated 04/02/2020 is available to all employees of Your Voice Counts on My Book Live.

This policy document was approved by Your Voice Counts' Senior Management Team and is issued by the Chief Executive Officer ("CEO") on a version-controlled basis.

Name of CEO: David Woolley

Date: 31/03/2020

Change history record

Issue	Description of Change	Approval	Date of Issue
1			
2			
3			