

Appendix 5: Complaints Policy

We hope that at all times our visitors are happy with the services we provide but also encourage visitors or staff to share their concerns.

We welcome any suggestions from visitors on how we can improve on the service and give prompt and serious attention to any concerns that may arise. Any complaints will be dealt with professionally and promptly to ensure that any issues that may arise from these are handled effectively.

The complaints process

Complaints can be made to the Timespan team or management.

Recording of complaints

All complaints will be recorded and shared with relevant team and board members. Both formal and informal complaints will be recorded with the date of the complaint, who dealt with the complaint, what the complaint was (a description), action taken and how it was resolved.

Informal

The initial approach by a visitor or staff member (internal complaints) may be made on an informal basis, orally or as an informal message. The complaint will always be recorded in the complaints file. The staff will listen and/or read carefully and after discussing the situation with management and the visitor/staff member if they would like to, they should agree whether the matter:

- Has been resolved satisfactorily
- Needs further investigation; if this is required the complaint should be resolved within 20 days. If delays are unavoidable the complainant will be informed of the delay, the reason for it and the revised time scales
- Should move to the formal complaint process

The staff member will agree on the course of action and carry it out. When an informal approach is adopted the complainant should be kept informed by the relevant staff

member. If the complainant is unsatisfied with the outcomes the process will move to more formal procedures. This appeal process will be recorded as such and visitors or staff are welcome to appeal outcomes throughout a complaints process. Appeals should be made in writing, with a reason for appealing.

Formal

If the visitor or staff member wishes to make a formal complaint they should:

- Do so in writing, clearly stating their correspondence as a complaint (by hand or email) to the Timespan board.
- Receipt of the complaint will be acknowledged with 10 working days by the Board
- Request and arrange a meeting to discuss the complaint and agree on any actions and timescales.
- Ensure a written record of the discussion made and agreed actions
- Ensure a follow up written correspondence or meeting to finalise a complaint outcome.
- Appeals should be made in writing, with a reason for appealing and further actions and timescales negotiated to further resolve a complaint.