

Local Friends Policies

Complaints

Policy Statement

We aim to avoid generating complaints, but if we do anything which warrants a complaint then we want to hear about it so that we can do something about it.

We promise to:

- take every complaint seriously;
- consider what can be done to rectify the situation and prevent it from happening again;
- respond to the person making the complaint with an apology and a statement of what we plan to do as a result of the complaint; and
- do this as quickly as we can.

Description

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by someone acting on behalf of *Local Friends*. It is normally made by the person affected, but we recognise this is not always possible.

A complaint does not necessarily mean that something was wrong: different people have different expectations and preferences, so what works well for some people may be unacceptable to others. But, even if this is the case, we still want to hear about the complaint, so that we can review what we do, as we seek to provide the best service we can to everybody.

A minor complaint made verbally will generally be regarded as an informal complaint; a written complaint, or a complaint about something significant, will be regarded as a formal complaint. We hope that most complaints can be handled informally, but we will keep a record of all complaints, whether formal or informal, to ensure that we act on them and learn from them.

Making a Complaint

Please ensure that you tell us:

- who you are and how to contact you, so that we can respond to you;
- the context of the complaint, so that we understand what was happening at the time;
- the details of what you are complaining about;
- what you think should have happened instead; and

- anything else you think we should know, to help us understand the complaint and respond appropriately.

A written complaint may be sent to us by post, by email or by using the online contact form which can be found on our website, along with our postal address and email address.

Limits

This policy does not apply to complaints which are covered by more specific policies, such as Data Protection. Where appropriate, legal obligations take precedence over internal policies.

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