



Your Community Your Trust

Registered Charity No.1135640

Company No.7140266

Complaints, Comments & Compliments Policy and Procedure

Access Community Trust welcomes any complaints, concerns, comments or compliments you would like to share with us: your feedback is very important to us as it can help to improve the service that we deliver. We will always give any complaint, concern, comment or compliment the consideration it deserves.

Complaints/Concerns

Occasionally, things can go wrong. If you are not happy with the service we have provided you with, you have every right to complain. This allows us to put things right and avoid similar situations in the future. By complaining, you are not just helping to improve the quality of service we provide to you, but the service we provide to all of our residents and clients.

In most cases (e.g. verbal complaints), we will make every effort to ensure things are put right as quickly as possible. However, where a quick solution is not possible, your complaint will be investigated and we will keep you informed throughout each stage of the process detailed below:

Complaints/Concerns Procedure:

- If you wish to make a complaint, just approach any member of staff and ask for a **Complaints Form** (included as Appendix One). You will be given a form together with an envelope. In the first instance, your complaint should be addressed to the **Head of Operations**. If you wish, you may want to mark the envelope 'Confidential' – this will ensure that only the person to whom it is addressed will open it.
- If you would like assistance in completing a complaints form, **just ask**. Our staff will always make the time to help you.
- Once received, your complaint will be looked into by the Head of Operations. You will be informed verbally and/or in writing of the outcome within 5 working days of receiving your complaint.
- If you are not happy with the outcome of your complaint, or you are unhappy with the way you feel your complaint has been dealt with, at your request, your complaint will be passed onto the **Chief Executive** who will reply in writing within 5 working days of receiving it.

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Comments

If you have an idea for improving our services, we would like to hear from you. Perhaps you can suggest ways of how we could provide better value for money, or a better quality of service in the future. Please let us know your suggestions – either by telling a member of staff, or submitting a suggestion in writing. We will always consider any comments you would like to share with us.

Compliments

By letting us know when we have done a good job, we can ensure that the member of staff or team responsible are properly thanked.

Furthermore, positive comments are very useful to us when promoting the work that we do. If you are happy for us to use your compliment (we will always ask for your permission first), it may be included in our promotional material (e.g. newsletters, website) or bids for funding or other services.



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APPENDIX ONE

Part One - Your Details:

Date:		Date received (for office use)	
Name:	Mr / Mrs / Miss / Ms / Other		
Contact Number			
Email			

Part Two – Your Feedback:

Details

Please give us as much detail as you can regarding your feedback so that we can fairly consider what you are telling us. Please provide as much information as you can to support your feedback.

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Thank you for taking the time to complete this form. We will acknowledge receipt of your feedback within 5 working days and we will endeavour to respond to you within 10 working days.