TLT_Chester_RGB

**COMMENTS & COMPLAINTS**

**POLICY & PROCEDURES**

**Approved by Board: July 2023**

**Date for next review: July 2025**

**COMMENTS & COMPLAINTS POLICY**

Transforming Lives Together is committed to tackling poverty and transforming communities. To do this we offer support, resources, and opportunities for networking and training to churches engaging in local social action.

We are keen to receive feedback from those we support, whether it be a compliment, comment or complaint, in order to ensure that the support we offer is effective, efficiently delivered and responsive to their needs.

We undertake to listen, take note of, and respond to all comments received, whether verbal or written, positive or negative.

1. **Comments and Compliments**

We value all feedback that encourages our work, offers constructive criticism or ideas for development.

The focus of such comments should be on the part played by TLT in facilitating and supporting churches to deliver activities and programmes, rather than the actual delivery, which is the responsibility of the individual church.

All comments will be passed on to the Board of Trustees for their consideration and will be responded to verbally or in writing as appropriate.

1. **Complaints**

It is acknowledged that, despite our best efforts to maintain consistently high standards, occasions may arise when people feel the need to express dissatisfaction. If there is room for improvement, we need to know so that we can put matters right.

In order to do this we have a Complaints Procedure, which is designed to ensure that any complaint is dealt with fairly and thoroughly.

**2.1 Informal Complaint**

Many misunderstandings or differences can be resolved by discussing them with the Community Missioner, who will seek to resolve the situation as soon as possible, but at a maximum, within 5 working days.

Should the matter not be resolved through informal discussion, then the next step is a formal complaint.

**2.2 Formal Complaint**

The complainant should be asked to put the matter in writing to TLT’s Complaints Officer, who is a member of the Board of Trustees.

Receipt will be acknowledged within 5 working days and the full circumstances of the complaint will be investigated, in particular speaking to any member of staff, volunteer or other person who may have been involved and, if appropriate, contacting the complainant for clarification. When the investigation has been concluded, the Complaints Officer will write to inform the complainant of the outcome. Normally this will be within 15 working days: if this is not possible a progress report will be sent.

In the case of a complaint against the Community Missioner, the matter should be referred to their Line Manager.

Current responsibilities and relevant contact details are attached at ***Appendix 1.***

**2.3 Review**

If the complainant is not happy with the way in which his / her complaint has been handled, he / she should write to the Chair of the Board of Trustees, who will review the complaint record and invite the complainant to a meeting to discuss their concerns. At any stage in the procedure, the complainant is welcome to be accompanied by a friend or relative for support.

Once the complaint has been discussed, the Chair of the Board of Trustees will decide any action that needs to be taken and will convey the decision to the complainant in writing.

1. **Monitoring**

**3.1 Comments & Compliments**

The Community Missioner will maintain a record of comments and compliments received, which will be shared with the Board as appropriate. It is important to record positive comments and compliments, as evidence of service users’ satisfaction is often required by funders. Positive comments and ideas will also help to inform the development of our services and help us to remain responsive to the needs and wishes of those we endeavour to support.

* 1. **Complaints**

All complaints, including informal verbal complaints, will be recorded for monitoring purposes, as TLT would wish to learn from any situation that has been less than satisfactory. The Complaint Record sheet, which should be used for all complaints, is attached at ***Appendix 2.***

1. **Related Policies**

* Whistleblowing
* Risk Management
* Communication / Media & Publicity

1. **Review**

This policy will be reviewed every 2 years

**Signed: TLT Chairman**

**Date:**

***Appendix 1***

**TLT COMMENTS & COMPLAINTS POLICY AND PROCEDURE**

**Contact details for responsible persons**

|  |  |
| --- | --- |
| **Role** | **Contact Details** |
| **Community Missioner** | **Wendy Robertson** |
| **Complaints Officer** | **Myrtle Lacey** |
| **Chair of Trustees** | **Rev. Andrew Knight** |
| **Line Manager to Community Missioner** | **Canon Jane Brooke** |

*Appendix 2*

**TLT COMMENTS & COMPLAINTS POLICY AND PROCEDURE**

**COMPLAINT NO:**

**RECORD OF COMPLAINT**

|  |  |
| --- | --- |
| **Name** |  |
| **Address** |  |
| **Telephone No.** |  |
| **Date of complaint** |  |
| **Dealt with by** |  |

**Details of complaint** *(Continue on additional sheets and attach all documents)*

**Action Taken** *(Continue on additional sheets and attach all documents)*