

COMPLAINTS POLICY & PROCEDURE

Where someone, whether a service user or visitor, wishes to complain about the service that they have received from Golddigger Trust, then they can contact the Chief Executive. The Golddigger Trust website will have an obvious and easy way for all stakeholders to make a complaint.

If the complaint is against the CEO or they feel that their complaint has not been dealt with satisfactorily then they may contact the Chair of board of Trustees.

The process for complaints should follow the following stages:

- Informal, which can be verbal
- Formal, which may involve verbal and or written complaints
- Review or appeal panel

1. Informal stage

Where possible, informal complaints should be acknowledged, addressed and resolved by the staff member that receives the complaint. If a volunteer receives a complaint, a staff member should be involved immediately.

In addressing an informal complaint, staff should:

- Clarify and acknowledge the issues raised
- Address issues if possible/explain reasoning for decisions
- Proactively inform the complainant of their rights to escalate, and offer to involve a member of SLT if requested.
- Where possible, resolve complaint and achieve a positive outcome for complainant and Golddigger Trust.
- Staff member to inform SLT of the complaint for future development and understanding.

2. Formal stage

Formal complaints should be received in writing and a file for complaints should be kept securely by SLT for 3 years.

The complaint should be acknowledged and the complainant kept informed at all stages. Each complaint will be investigated within 14 days by two of the following staff:

Beth Stout- CEO

Mandy Toombs- Creative Director

A member of the Board of Trustees.

Following this the complainant will receive a written response within two weeks of the complaint being lodged. At this stage negotiation should take place with the complainant to attempt to redress the complaint. If this is possible the staff member / volunteer and appropriate management committee member, along with the complainant should record the outcome of the meeting/mediation.

If the complainant is not satisfied with the explanation and decision made or if the complainant wishes to escalate their complaint, they may write within 28 days directly to the Chair of Golddigger Trust. The complainant may use another person to write the complaint. The Chair will respond within 28 days of receipt of the complaint to acknowledge receipt and to inform of further action as needed.

If the complainant is not satisfied with the response/decision made they may elect to have a review panel established to investigate the matter further.

3. Review Panel

The review panel should consist of one trustee, one SLT member and one independent person who shall act as chair. The complainant will be invited to attend the review panel, with a friend/representative if required. The meeting shall be held as informally as possible. The Chair should explain the purpose of the meeting, introduce the members and emphasise confidentiality. All members may make a written and verbal presentation to the panel. Proceedings should be minuted. People making presentations can be asked questions.

The panel should make recommendations on the complaint to the chair person within 7 days. The chair person will then consult with the panel and a decision made. This decision will be made known in writing within 28 days of the panel meeting, outlining the reasons for the decision and any action proposed as a result of the panels review.