**COMPLAINTS LOG – SUMMARY SHEET**

|  |  |  |
| --- | --- | --- |
| Date  | Client  |  Investigated by |

|  |
| --- |
|  SUMMARY OF COMPLAINT |
| ACTION TAKEN |
| OUTCOME |

QUALITY FIRST

WORKSHOP ONE LEVEL ONE

FEEDBACK FORM

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Agree | Disagree | Don’t Know | Say more if you want |
| The workshop was helpful |  |  |  |  |
| I understand a lot more now, |  |  |  |  |
| It has made me more confident |  |  |  |  |
| I know how to find templates I need. |  |  |  |  |
| I know who to ask for advice. |  |  |  |  |
| I think I am clear what to do before workshop two. |  |  |  |  |
| The workshop covered the right topics. |  |  |  | For example, what was missed? |

Date:

Thank you, your feedback is useful. We can make changes and improvements.

## Organisation Name

**Dealing with Complaints**

Responsibility for complaints handling rests with [NAME OF PERSON AND JOB/VOL TITLE].

We encourage feedback about our services and take account of our users' views when we look at ways of improving the service.

We do our best to provide a quality standard of service and client care to all our service users and want to hear from any who are dissatisfied.

We define a complaint as any expression of dissatisfaction by one or more members of the public about the way we have acted or about the service we have provided. A complaint may relate, for example, to

* Failure to provide a service
* Inadequate standard of service
* Dissatisfaction with our policies or procedures
* Treatment by a member of staff of volunteer
* Disagreement with a decision we have made

**Informal Complaints**

If clients or others express dissatisfaction with any aspect of our services, these comments should be noted and should be fed into the next staff/volunteers meeting. If the criticism is felt to be justified, measures should be sought to overcome the problem. Any action agreed should be minuted so that implementation can be followed up. The person expressing the complaint should be informed of the action we have taken.

Criticisms and comments made through the use of our satisfaction slips should also be brought to a meeting and treated in a similar way.

If any of the changes proposed are at a level appropriate for consideration by the] Management Committee/trustees] they should be brought to the [Committee's] attention.

**Logging substantial Complaints**

All substantial complaints received (orally or in writing) should be logged in the Central Complaints Register, and should be acknowledged. Correspondence relating to the complaint should be placed on a Compalints file.

The complaint will be investigated by the Complaints Officer. Staff/volunteers involved should be interviewed and any relevant advice records should be reviewed. Where appropriate the complainant should be offered an interview.

The complainant should be kept informed of the progress of the investigation and a full reply should be sent to them within six weeks of receipt of the complaint. A copy should be placed on the Complainants file and a summary of the action taken and date of the reply should be entered in the Central Complaints Register.

An annual Review of Complaints is reported to a meeting of the [Management?Committee/Trustees]..

**Privacy notice – about your personal data**

 (Personal data means information that identifies you)

**The General Data Protection Regulation (GDPR)** – in order to help you we have to store certain information about you. We keep your information on a secure online database, and we may also keep a paper file for you which is also kept securely. Information is kept for at least six years before it is destroyed. You can ask to see what information we are holding about you at any time and you can ask us to correct anything that you believe is wrong. Everything you tell us will be treated confidentially. Sometimes we need to share information with others, for example, to sort out your housing benefit, to get your landlord to do repairs to your home or to ask someone you owe money to, to give you more time to pay. ***We will always make sure that you agree to the action we propose to take before we contact anyone***.

We may use some of the information to produce statistics, for example about how many people in a certain age band we have helped, but these will never be in a form that could identify you.

Sometimes our files have to be checked by external auditors, to make sure that we are acting properly and providing good advice. These auditors are also bound by strict rules of confidentiality.

**Permission to act on your behalf**

To assist you with your legal problem we may need your authority to act on your behalf in order to progress your case. Without your written consent many third parties will not talk to us. Please sign two copies of an authority letter. We will only use these letters when you have agreed the action we will take to try to resolve your problems.

**Evaluation/Media**

We receive funding for our services from a range of bodies such as charitable trusts and foundations. Sometimes they like to find out what you think about the service we provided to you and how this has impacted on your life. The information might be passed to an external organisation to evaluate our work. We are also approached by the media who like to talk to people we have helped. Publicising the work we do in this way means that we can help more people like you.

**Keeping you informed about other activities**

We produce a newsletter which we email to people to tell them about our activities and other things of interest. We sometimes hold events or campaigns and invite people to participate.

|  |  |
| --- | --- |
| I am willing to talk to the media about my situation (optional) | 🞎YES 🞎NO |
| I give my permission for my details to be passed to organisations who may contact me for evaluation purposes (optional) | 🞎YES 🞎NO |
| I would like to be to subscribe to A4R newsletter (optional) | 🞎YES 🞎NO |
| You may contact me if you think I could benefit from further services that you provide (optional) | 🞎YES 🞎NO |
| I would like to be invited to events or take part in campaigns (optional) | 🞎YES 🞎NO |
| Signature | Print Name | Date |