

COMPLAINTS HANDLING POLICY

Purpose

To ensure that Work Stress Solutions (WSS) develops a culture in which clients and members of staff feel they can raise concerns, express comments, and make complaints that are dealt with quickly and effectively to the satisfaction of the complainant.

WSS endeavours to: -

- Ensure that all trustees, staff, volunteers, and course facilitators receive training in customer care and in handling complaints
- Monitor the reporting and handling of complaints within a prescribed timescale.
- Ensure that the Complaints Procedure below is reviewed annually.
- Monitor categories of complaints and ensure that any underlying causes are identified, and remedial action is taken.
- Ensure that clients are aware of the Complaints Procedure.
- Inform the relevant Regulatory Body where a complaint is serious or complex.

Staff Responsibilities:

- To be conversant with the Complaints Procedure and the flowchart for handling complaints/concerns.
- To recognise when a concern/complaint is being raised and the need to report the matter immediately to the WSS coordinator
- WSS coordinator to record when a complaint/concern has been raised and to whom the matter has been reported together with the subsequent outcome or to escalate (to Chair) if necessary

- To co-operate with any investigation relating to a complaint/concern.
- To ensure that **no** discriminatory action or non-action is made against a complainant.
- To work collaboratively within the team to identify circumstances which may have led to a complaint and identify remedial action.
- To ensure that clients will not be victimised for making a complaint.
- To ensure all data recorded, collected, and deleted will be following our new Compliance and Data Handling Policy which reflects the General Data Protection Regulations (GDPR May 18)

Verbal or Written Complaint Received

↓ Timescale - 7 working days

Complaint resolved immediately, and appropriate action taken and reported to WSS Manager and recorded in the complaints book held in the office



within 10 days

if the matter cannot be resolved or is serious in nature it is referred to the Chair and investigated

Immediate

if the matter is serious in nature and involves misconduct or malpractice the Chair, trustees and appropriate external organisations are informed.