



## **Allsorts Gloucestershire Allsorts Complaints, Compliments and Suggestions Policy**

### **1. INTRODUCTION**

#### **1.1 Access to information**

If you require this information in any other accessible format please contact:

Allsorts  
Unit 9  
Brunel Mall  
Stroud, GL5 2BP  
01453 750474  
[info@allsortsglos.org.uk](mailto:info@allsortsglos.org.uk)

#### **1.2 The purpose of this policy**

This policy sets out how Allsorts staff should deal with complaints, compliments and suggestions from Allsorts members, supporters and members of the public.

### **2. OVERARCHING PRINCIPLES FOR THIS POLICY**

2.1 Allsorts actively wants to hear the feedback of members, supporters, and members of the public, whether this feedback is positive or critical. This feedback will help Allsorts to improve its work and should be treated consistently in order to ensure that learning and action is taken from it.

### **3. LOGGING COMPLAINTS, COMPLIMENTS AND SUGGESTIONS**

3.1 All staff will be provided with a log book for complaints, compliments and suggestions that they receive in the course of their work. Any complaint, compliment or suggestion that is given about an Allsorts service, activity, member of staff or other endeavour should be noted as soon as possible after it has been received.

3.2 Complaints, compliments and suggestions should then be recorded electronically in a central, shared space so that monitoring of them can be conducted over a period of time.

3.3 Actions taken as a result of a complaint, compliment or suggestion should be logged in a central, shared space, so that learning can be taken from this, and accountability demonstrated to Allsorts' members.

3.4 All current complaints, compliments and suggestions will be discussed at a monthly staff meeting in order to share learning and ensure that monitoring can be undertaken.

#### 4. DEALING WITH COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

##### 4.1 If feedback is given face to face:

- Staff members should employ active listening techniques when receiving complaints, compliments and suggestions.
- Staff members should seek to find out as much as possible about the perspective of the person giving the feedback.
- Staff members should not become defensive or seek to draw the feedback to a close, until the person giving the feedback has communicated all that they wished to say.

##### 4.2 If feedback is received in writing or digitally:

- Feedback should be considered even if it is not submitted formally. For example, comments on a Facebook post, or contained within a membership renewal form, where they constitute a complaint, compliment or suggestion.
- If an individual shares personal details about a member of staff (for example a name or mobile phone number) on a social media platform, it should be removed immediately.

##### 4.3 Responding to complaints, compliments and suggestions:

- The person who has given the feedback should receive some acknowledgement of this feedback within five working days of it having been given. This acknowledgement does not need to fit a specified format, but should be appropriate to the feedback given. For example, if the feedback given is a formal complaint, then the response to the complainant should be in writing, and in a formal format.
- If a complaint has been made digitally, via social media, a response should be made to the individual's private message function. A public conversation on social media about the complaint should not occur.
- Once an initial acknowledgement has been sent, a course of action should be determined in response to the feedback. This course of action should be decided between at least two members of Allsorts staff.
- The course of action should be communicated to the individual who initially gave the feedback, within fourteen working days of the feedback having been given, with an opportunity for them to share their thoughts on this course of action.
- If the individual does not agree with the course of action, Allsorts should reconsider if this is still an appropriate course of action. If Allsorts determine to continue with the initial course of action, an explanation should be provided to the individual who has provided the feedback.

##### 4.4 Individuals who are not satisfied with how their feedback has been dealt with:



- In any case where an individual is not satisfied with how their feedback has been dealt with, this case should be referred to the Chief Executive who will review the correspondence to date and communicate with the individual any changes to the outcome of their feedback.
- Where an individual is still not satisfied with this review of their feedback, the correspondence to date will be assigned to an Allsorts Trustee for review. The Trustee will review the case to date and make recommendations for any further action.

## 5. REPORTING

Trustees will receive a quarterly report of the number of pieces of feedback received. Any complaints will be highlighted to them.