



Policy 15 – Complaints Policy

1. Aim

Daisy Programme aims to provide its service users with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

The purpose of our Complaints Policy and Process is to ensure that all complaints are dealt with promptly and consistently and are handled with courtesy and fairness. As a result of a complaint, we will aim to rectify the issue and improve our service.

2. Management of complaints

The following is in place to manage complaints:

- Information about the Complaints procedures will be made available in the Daisy Programme Hub and on the Daisy Programme website.
- All complaints will be kept confidential as far as possible – although it is likely that if the complaint relates to a member of staff, that person will need to be made aware of the nature of the complaint so that they can respond to the issues raised.
- Safeguarding principles will apply – and that whilst all efforts will be made to keep the complaint confidential where possible, other agencies may be notified on a need to-know basis should there be a risk of harm to an individual.
- No-one will be treated less favourably if they have raised a complaint.
- All complaints will be logged.
- All complaints will be referred to The Programme Director who will investigate the complaint.

Clients will be supported to raise issues and all complaints will be treated confidentially. Your continued goodwill is greatly valued by us and we would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

3. Formal Complaints Procedure

The more formal procedure outlined below is intended for use by users of our services, where informal communication has not resolved the problem.

This is what you should do:

- The complaint should be made by letter or email to the Programme Director who will acknowledge, in writing within ten working days, the receipt of any complaint.
- If the complaint is about the Programme Director, the complaint should be addressed to Chair of Trustees (marked confidential).

Daisy Programmes role of investigation the complaint

The Programme Director or (Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. Investigating the complaint will include:

- Contacting the complainant and discussing the matter.
- Establish the facts of the case and potential negative impacts to the client.
- Consider whether an apology is needed.
- Consider whether the negative impacts can be remedied.
- Consider a disciplinary investigation against staff involved.
- Consider changes to the service to improve or prevent similar occurrences.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members, which will include at least the vice-chair or chair of the Trustees.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final, and no further appeal is possible.

The Programme Director will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. She will report to the Board on this at least annually.

If you have a complaint, contact:

Programme Director

Daisy Programme

Unit 1 Ventura House

Norwich Road

Watton

IP25 6JU

programmedirector@daisyprogramme.org.uk

Please also let us know if you are happy with Daisy Programme's services.

4. Policy Monitoring

Performance against this policy will be monitored by the Management Team with updates going to the Board.

5. Related Policies and Procedures

- Disciplinary Policy and Procedure
- Grievance Policy and Procedure
- Equality, Diversity, and Inclusion Policy

6. Policy Review

This policy will be reviewed every two years.

DATE OF REVIEW	REASON FOR REVIEW	CHANGES MADE	DATE OF NEXT REVIEW
01/05/2023			