

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

VisionPK makes every effort to provide a high standard of service and to treat people equally and fairly. We continuously try to improve our services and we value any feedback that will help us to do this.

### **Complaints**

We take all concerns and complaints seriously as they provide us with opportunities to improve and maintain the high standards we strive to achieve.

Feedback from the people who use our services will help us to resolve mistakes faster and learn how we can do things better to improve quality and customer satisfaction.

Complaints can be received verbally, by phone, by email or in writing.

Complaints can be made to a trustee or member of staff. Volunteers will be not responsible for handling complaints.

All complaints will be recorded and dealt with in a timely and professional manner. We will handle information in line with the Data Protection Act.

### **Compliments and Suggestions**

We welcome compliments and suggestions. All compliments will be recorded and suggestions acknowledged and responded to.

### **Review**

This policy and its associated procedures and guidelines will be reviewed annually, or sooner if required, in light of operational experience.

### **Responsibilities**

The Board of Directors has overall responsibility to ensure that this policy is carried out.

The Board delegates authority to the Chief Executive Officer to ensure that this policy is effective in the day-to-day operations of VisionPK.

The Chief Executive Officer will report to the Board of Directors on matters concerning this policy and its operation.

**Signed (VisionPK Chair):**

**Date:**

# Complaints, Compliments and Suggestions Procedure

## Complaints

If you are unhappy about any aspect of our services please bring this to the attention of a trustee or a member of staff.

Our volunteers are not responsible for handling complaints. Therefore, any volunteer receiving a complaint will advise the complainer to report their complaint to a trustee or member of staff.

If you cannot or do not wish to make a complaint in person, you have the option of writing, emailing or telephoning us.

You can post a complaint in writing to VisionPK, 174 High Street, Perth, PH1 5UH.

You can email your complaint [info@visionpk.org.uk](mailto:info@visionpk.org.uk)

You can call us on 01738 626969.

## Compliments and Suggestions

If you are happy with the service you have received from us, or have any suggestions on how we could improve, we would love to hear from you. You can call us on 01738 626969 or send us an email to [info@visionpk.org.uk](mailto:info@visionpk.org.uk).

A copy of our and Complaints, Compliments and Suggestions Procedure is available on request and can be provides in large print, CD or braille.

## How we will deal with your complaint

If you make your complaint in person or by telephone we will do our best to deal with it immediately. If we are unable to do so, we will record the details of your complaint and pass it to a manager.

We will acknowledge your complaint within five working days of receipt and we will let you know who will be dealing with the matter and when you can expect a full response.

### **We will make a record of your complaint**

We will aim to provide you with a full response within four weeks. If we are unable to do this, we will keep you informed of progress.

Our full response will describe the action we have taken to investigate your complaint, the conclusions from the investigation, and any action taken as a result of your complaint.

On receiving our full response, should you feel that the problem has not been satisfactorily resolved, you can request for your complaint to be reviewed at Board level.

### **Request for Board level review of your complaint**

A request for Board level review will be acknowledged within two working weeks of receipt. The Chair may investigate the facts of the case or delegate a suitably senior person to do so.

We will aim to provide you with a definitive reply within four weeks. If we are unable to do this, we will keep you informed of progress. Our reply will describe the action taken to investigate your complaint, the conclusions from the investigation, and any action taken as a result of your complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance from a suitable body with resolution.

### **Referring your complaint to the Scottish Charity Regulator (OSCR)**

Information about the kind of complaints the Regulator can involve itself in can be found on their website at <http://www.oscr.org.uk/>

### **Confidentiality and Data Protection**

Wherever possible, VisionPK will respect your confidentiality and keep your complaint confidential as far as possible. Any information about the complaint will usually only be shared with those who need to know in order to help resolve it. There may however be occasions when VisionPK cannot provide absolute confidentiality. This may for example arise in circumstances where a child or vulnerable adult may be at risk of harm.

### **Varying the Complaints Procedure**

The Board may vary the above procedure if it is considered that there is sound and justifiable reason to do so. This may be necessary to avoid a conflict of interest. For example, a complaint about the Chair should not also have the Chair as the person leading a Board level review.