

# Central England Quakers

## Compliments and Complaints

### Policy and Procedure

#### 1. Our Aim

CEAQM is committed to working in an open and accountable way that builds trust and respect. One of the ways in which we can do this is by listening and responding to the views of Friends and others who come into contact with our charity, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with the charity which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members about our charity, facilities, staff and volunteers.

#### 2. Definitions

A compliment is an expression of satisfaction about the charity.

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff and volunteers (such as Clerks, Elders and Pastoral Friends) should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

### **3. Purpose**

We are always glad to hear from people who are satisfied with the charity. All compliments are recorded, acknowledged, and a copy is sent to the relevant Friend, Committee or Local Meeting to provide feedback to the Friend, Branch, member of staff or Meeting.

### **4. Complaints**

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

### **5. Responsibilities**

CEQ's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, preferably in writing, to either the Principal Officer's / Clerk of Trustees / Clerk of AM's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a Friend in the LM or Branch;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow CEQ a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond CEQ's control.

## **6. Confidentiality:**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and CEQ maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

## **7. Complaints Procedure:**

Written records must be made by CEQ at each stage of the procedure.

### **Stage 1**

In the first instance, Friends must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

### **Stage 2**

If the complaint cannot be resolved informally, the complainant should be advised that a formal complaint may be made and the following procedure should be explained to them. It may sometimes be appropriate for a different Friend, such as the Clerk of AM or Trustees or the Principal Officer, to make this explanation.

- a) A formal complaint can be made either verbally or in writing. If in writing the attached form should be used. If verbally, a statement should be taken by a Friend in a role such as Clerk of AM, LM or Trustees, Elder or Pastoral Friend, Branch manager or the Principal Officer.
- b) In all cases, the complaint must be passed on to the Principal Officer. In the event of a complaint about the Principal Officer the complaint should be passed to the Clerk of Trustees, and if the complaint is about the Clerk of Trustees this must be passed on to the deputy Clerk of Trustees.
- c) The Principal Officer or Clerk of Trustees, depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.
- d) One of the above will investigate the complaint. Any conclusions reached should be discussed with the Friend involved.
- e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

### **Stage 3**

- a) If the complainant is not satisfied with the above decision then a small working group of Trustees will be convened to review the case (this may involve Friends from Service Committees or AM Committees if relevant).
- b) The working group will examine the complaint and may wish to carry out further interviews, examine files / notes. They will respond within four weeks in writing. Their decision will be final.

# Central England Quakers COMPLAINTS FORM

You may use this form to make a suggestion or to make a complaint about Central England Quakers.

We would like you to return this form as soon as possible.

**Your Name** .....

**Address** .....

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**Telephone** .....

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**Date of incident**

**Approximate time of incident**

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**Suggestion / Complaint**

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**What action would you like to be taken?**

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**What times are convenient for you to have an appointment to discuss this?**