

Complaints Policy and Procedure

Recovery Cymru Community aims to provide high quality community support to all of our members, volunteers and to other agencies and individuals that interact with us.

We are committed to providing a high standard and to continuously improve and extend what we can offer. However, we recognise that there may be occasions when things go wrong. It is important that you tell us when this happens so that we can deal speedily with the problem you have raised. Feedback really does help us to improve the quality of our work and to foster healthy and trusting relationships between Recovery Cymru and the people we seek to serve or work with.

All volunteers and members have a right to expect a courteous resolution of misunderstandings and a prompt and helpful approach in dealing with complaints and solving problems. The Leadership & Management Team are responsible for ensuring that all staff have access to proper training in handling complaints and is responsible for the monitoring of complaints.

We will ensure your complaint will be: -

- dealt with as quickly as possible
- handled fairly and politely; and
- investigated fully

How can an individual complain?

We wish to be as flexible as possible in receiving complaints. Individuals can complain:

- by letter
- by phone
- in person
- by email

Our Complaints Procedure has three stages:

Stage 1: Informal Complaint

We encourage you, in the first instance, to make your concerns known to a trusted member of staff or volunteer.

In all cases where a complaint arises every effort should be made by the member of staff to resolve the complaint quickly and informally. They will

do this by listening and considering what you have to say. They may or may not need to discuss with other team members. They will seek to provide you with information, support and if appropriate, reassurance in every interaction. Though the complaint is informal the member of staff is advised to keep a record of any discussions and / or correspondence that takes place.

They will also inform their line manager and / or a member of the LMT as appropriate.

If a volunteer is made aware of an informal complaint, they will inform the volunteer coordinator or another staff member as speedily as possible.

The staff member will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint and be provided with a copy of Recovery Cymru Community's Complaint Procedure.

Stage 2: Formal Complaint

If you wish to proceed, you will need to put your complaint in writing, outlining the details of the complaint. Your complaint should be addressed to the appropriate member of the Leadership & Management Team which is likely to be the Director or Finance & Head of Operations. Your complaint will be acknowledged in writing or by phone within 5 working days and we will aim to resolve the complaint within 10 working days. If the target of 10 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding.

The date, time and nature of the complaint will be formally recorded. When necessary the views of the parties involved will be sought and an attempt will be made to satisfactorily resolve the matter at this stage. Subsequently a brief summary of the process of resolution and the final outcome will be recorded.

If the complaint involves the Director, you may address your complaint directly to the Chair of Trustees.

STAGE 3: My complaint has been investigated, but I am still not satisfied

If you do not agree with the outcome of the investigation, you have 5 working days to lodge an objection in writing to the Chair of Trustees. The complaint will be dealt with by a panel consisting of the Chair of Trustees, the Director and an additional member of the board of Trustees. Should the complaint involve the Director, the matter will be dealt with by the above plus another senior manager or Trustee. An investigation will be carried out

and a response provided within 28 working days. The response of the Board panel will be final.

Other Serious Complaints

Some concerns you have, may be very serious and it might not be appropriate to contact us directly e.g. criminal activity, fundraising and/or advertising complaints. More information on the process can be obtained from the following website <https://www.gov.uk/complain-about-charity>



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