



Triple C
(Liverpool)

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COMPLAINTS POLICY AND PROCEDURE

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Date	Reviewed by	Approved by	Date Accepted by Trustees
March 2021	Policy Review Group	Trustees	June 2021
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COMPLAINTS POLICY AND PROCEDURE

Triple C (Liverpool), hereafter referred to as Triple C, want people, who come into contact with us, to feel that they have been dealt with respectfully and fairly. Where someone, whether a service user or visitor, feels they have not been dealt with in this way then they can make a complaint.

If the complaint is against the Chair of the Trustees, they may contact the Operations Manager or the Vicar of St Christopher's, The Good Shepherd or Christ Church (if they are not the chair of the trustees) or the Vice-Chair of Trustees.

The process for complaints should follow the following stages:

- Informal, which can be verbal
- Formal, written complaints
- Review or appeal panel

Whenever a complaint is received either by telephone, verbally or in writing it should be recorded immediately in a file kept by the Operations Manager (or Chair/Vice Chair of Trustees where necessary).

1. Informal stage

- The complainant should contact the Triple C office on 0151 226 2992 (complaints may also come via the DA phone line) and request to speak to the Operations Manager. If the complainant makes it clear that the complaint is about the Operations Manager, then the complainant should be advised that the information will be passed to the Chair or Vice-Chair of the Trustees.
- If the Operations Manager is not available, the person receiving the call should record the date and time the call was received, complainant details including phone number and email. The complainant should be advised that they will be contacted within 7 working days. The person taking the call, should add their name to the note and ensure that the Operations Manager (or as above Chair/Vice-Chair) receives the information within 48 working hours. If the Operations Manager is not available, the staff member should pass the complaint to the Chair or Vice-Chair of Trustees.
- If the Operations Manager is available, they may be able to deal with the matter at that time. If so, details of how the complaint was dealt should be recorded. If not, they will assure the complainant that the complaint is important to us and that we will get back to them within seven working days.
- They will record the complaint then they will conduct a preliminary investigation (i.e. has the complainant got the situation right, was it us, a member of our staff or someone else).
- If after carrying out the preliminary investigation and they have discovered an answer they should contact the complainant and inform them of their findings.
- If after carrying out the preliminary investigation and they have discovered it is appropriate to involve another staff member or Trustee, they should make this approach before reporting back to the complainant.
- They should record their actions in the complaints file on Team Sharepoint and also inform the Chair of Trustees.
- If during the preliminary investigation they believe that the complaint has grounds to be considered serious they should immediately contact the Chair of Trustees and inform the complainant that this is now being dealt with under the complaints procedure formal process.
- The complainant should be offered a copy of the complaints procedure, which can be found on our website.
- If the complainant is unhappy with our response, then they should be informed that they have the right to ask that the complaint be moved to the formal stage.
- It may be possible for an informal, verbal complaint to be dealt with satisfactorily in a conversation with the Operations Manager. A brief, dated, written account should still be kept, detailing who complained, the nature of the complaint and how it was resolved.

2. Formal stage

- On receipt of the information or the request from the complainant to advance the complaint to the formal stage, the Operations Manager should consider if this is a valid or a vexatious complaint.
- Depending on their findings the Operations Manager should write to the complainant and inform them of the actions now being taken (or that the complaint will be taken no further).
- If it is to be investigated further, the Operations Manager must seek assistance from two trustees to investigate the complaint. This may include contacting the complainant and asking for further information.
- We will send a written response to the complainant about the complaint, to arrive within two weeks of the date the complaint escalated to the formal stage of this procedure. If the complainant is unsatisfied with the outcome, they should contact the Operations Manager within 14 days and request a review panel be set up to consider the complaint and investigate the findings of the complaints panel.
- **Note that the complainant will not be informed of actions taken (if any) against members of staff, just that it has been upheld and is being dealt with.**

3. Review Panel

- On receipt of a request for a review panel the Operations Manager will liaise with the Chair of the Trustees to consider if this would be appropriate (if the findings are not going to change will it serve any purpose).
- If they decide it is not applicable to have a review panel, the Operations Manager should write to the complainant and explain their reasons.
- If they decide it is appropriate, the review panel should consist of one trustee, one volunteer/staff member of the project and one independent person who shall act as chair.
- The complainant will be invited to attend the review panel, with a friend/representative if required.
- The meeting shall be held as informally as possible.
- The Chair of the review panel should explain the purpose of the meeting, introduce the members and emphasise confidentiality.
- All members may make a written and verbal presentation to the panel.
- Proceedings should be minuted. People making presentations can be asked questions.
- The panel should make recommendations on the complaint to the Operations Manager within 14 days.
- The Operations Manager will then consult with the panel and a decision made.
- This decision will be made known in writing within 28 days of the panel meeting, outlining the reasons for the decision and any action proposed as a result of the panels review.
- **Note that the complainant will not be informed of actions taken (if any) against members of staff just that it has been upheld and is being dealt with.**

4. **Further steps:-** if appropriate, complainants should be made aware of the role of the Charity Commission in responding to complaints about a charity. Information can be found on this website www.gov.uk/complain-about-charity