



Prout Bridge Project - Comments, Compliments and Complaints Procedure

Reviewed 9th January 2024

Date for review 31st January 2025

Prout Bridge Project aims to manage its relationships and contact with others in order to provide a high quality of service and relationship. We aim to learn from all feedback – from comments, general information about our service; from compliments, what we are perceived to be doing well; and from complaints, what we are perceived to be doing badly.

Particularly in the latter case, it is essential to deal rapidly and effectively with the issue: experience teaches that to try to ignore or fob off a complainant often causes more work in the long run, particularly if dissatisfaction turns “political”, obstructs effective learning and service improvement, undermines reputations and does not do what we are employed for – meeting the needs of all our service users.

It is essential to keep good records – most obviously of how a complaint was handled, but equally of compliments, which can be used to demonstrate effectiveness and customer satisfaction, and comments which can be used to demonstrate how we integrate feedback into service improvement.

All information about comments, compliments and complaints will be recorded in a complaints register.

The Complaints Officer will report at appropriate intervals on compliments, comments and complaints received - to both staff and Trustees with any improvement recommendations. Personal details will remain confidential and will not be included in the overall report.

Complaints Officer

Managing complaints will be the responsibility of a nominated person who will hold both the register and the complaints files.

Complaints Relating to Abuse or Neglect

Any complaint relating to child protection issues or abuse or neglect, will be dealt with under Prout Bridge Project’s safeguarding procedures.

Recording and Monitoring of Complaints

All other complaints must be recorded in the Complaints Register which is held in the top office at the Prout Bridge Project Building.

Once recorded, the complaint must be actively managed and responded to in accordance with the procedures set out below and all actions recorded. This is important not only to ensure that complaints are properly handled but also so that Prout Bridge Project may monitor the quality of the organisation and understand areas where improvements may be required.

Procedure



- Immediately on receiving a written complaint, it must be recorded in the Complaints Register,
- A copy of the complaint should be passed both to the line manager and to any other member of staff who is the subject of the complaint,
- Where a complaint relates directly to actions or behaviour of the Complaints Officer, it must be passed to the Chairman Board of Trustees,
- All files dealing with complaints must be kept in a single identified location,
- Where files are removed from the nominated location, a record of who has the file must be left,
- A written response acknowledging the complaint should be made within 5 days,
- The Complaints Officer will investigate the complaint and involve both the line manager and any other member of staff involved or who is the subject matter of the complaint,
- The investigation of the complaint must be fair and objective and seek to discover the facts truthfully and be without bias,
- A formal response by the Complaints Officer will be given generally within 28 days but where it is not possible to resolve matters within this time period, the complainant will be advised accordingly in writing and given a revised date by which it is expected that a full response will be given.

Wherever possible the Complaints Officer or other nominated person will speak personally to the complainant to discuss the issues, offer an apology if this is felt appropriate and explain both the actions that have been taken and the results of the enquiries. This is particularly important if the complainant is a young person. A file note of the conversation should be made.

A formal written response should generally be sent. However, provided a verbal response has been made and an agreement or understanding reached with the complainant, the Complaints Officer does have discretion not to write formally where it is felt that to do so would be unhelpful.

Where complaints are discussed or where a formal written response is given, the complainant must be advised that if they are unhappy with the response, they may ask for a review of the complaint to be undertaken by the Prout Bridge Project Chairman of Board of Trustees and a contact name and address given. A copy of the formal response will be given to the Prout Bridge Project Chairman or in the absence of a formal response, a copy of the file note following verbal contact.

Procedure – Verbal Complaints

Where complaints are made verbally and the complainant refuses to provide detailed information or to formalise matters in writing, it is important that the complaint is still investigated and dealt with broadly in line with the procedure detailed above. However, some judgement will need to be exercised here as some complaints will be trivial. If staff are unclear guidance should be sought from the individual's line manager.

Such discretion will not apply to verbal complaints made by young people where all must be investigated in accordance with the set procedures. Young people often have difficulty expressing feelings and concerns, particularly in writing, therefore any approach by a young person must be actively supported and fully investigated.

Rejection of Prout Bridge Project Response

If a complainant is unhappy with the formal response that has been given, they may request that matters are reviewed by Prout Bridge Project's Chairman.



The Chairman will consider the nature of the complaint, the thoroughness of the investigation and the response that was given.

Following the review, the Chairman will either write or speak to the complainant (or do both) to advise them of the outcome of the review.

If the complainant is still unhappy, they should be advised that no further appeals procedure is given by Prout Bridge Project. They should though be advised that as a registered charity complaints may also be made to the Charity Commissioners, whose contact details should be provided.

Review of Complaints

Following the resolution of a complaint the Complaints Officer should review the issues raised and consider if lessons can be learned and whether or not training programmes need to be amended.

Where it is felt that disciplinary action may be appropriate, the matter should be dealt with under Prout Bridge Project's disciplinary procedures.

Note: "internal complaints" – i.e. of staff member against a colleague or colleagues are dealt with under the Grievance Procedure

Date for Review: January 2024



Appendix 2 -
Log

Complaints/Comments/Compliments Record

Complaints/Comments/Compliment No:		Date:
Respondent Details:		
Name: _____	Address: _____	
		Tel. No: _____
Complaint/Comment/Compliment Details:		
Date Rec'd: _____	Type: _____	
Acknowledgement sent: _____		
Investigation started: _____	Investigation completed: _____	
Outcome: _____		
Reply sent: _____	Respondent Satisfied(for Yes/No complaints only):	
Appeal Initiated: Yes/No	Letter sent: _____	
Investigation started: _____	Investigation completed: _____	
Outcome: _____		
Reply sent: _____	Respondent Satisfied: Yes/No	
Adjudication : Yes/No	Letter sent: _____	
Outcome: _____		
Reply sent: _____	Respondent Satisfied: Yes/No	
Complaint/Comment: Justified/Unjustified	Closed off:	