



## **COMPLAINTS POLICY**

Amaze recognises the value of the opinion and views of our users, which will sometimes be made as an expression of concern or in the form of a complaint. We encourage feedback and work to make it easy for users to raise concerns and make complaints. This policy provides a framework for handling concerns and complaints.

### **Key Values of This Policy**

Amaze wishes to encourage users to say when they think something about the service is not right.

It is recognised that there is no clear definition of a complaint, and that some people may wish to raise a concern without wishing to label it a complaint.

Some people may feel more comfortable dealing with a person who is not directly associated with the service they are using. For this reason a member of the Amaze Management Committee will be available to any user for help and guidance.

Support and guidance will be available to staff to ensure that this policy is understood and that agreed procedures are followed.

Wherever appropriate, an apology will be offered.

Action will be taken as appropriate to ensure that the same thing does not happen again.

The confidentiality of the nature of the concern or complaint will be respected by Amaze.

All concerns or complaints will be dealt with as quickly as is practical.

### **Standards**

The minimum standards expected are as follows:

All users will be given clear information on request, about this procedure and guidance on how to raise a concern or make a complaint.

An initial response to any concern or complaint fully explaining the procedure, will be made within five working days.

All Amaze staff will treat concerns and complaints with care and respect to the individual.



All complaints will be thoroughly investigated and the judgement of the staff member dealing with the complaint should be reviewed with their line manager, before providing a response to the user.

All stages of the handling of an individual complaint should be properly recorded - as outlined below.

Service users will be encouraged, in the first instance to raise their concerns or complaints with the staff member responsible for providing the service. However, it is recognised that the user may prefer to discuss the matter with the staff member's line manager. If the user is not satisfied with the outcome of their complaint or the way in which it has been handled, they can ask for it to be reviewed by the Assistant Director or Director. Should the user wish to take the matter to a further level they can approach the Amaze Trustees or the Children and Young People's Trust representative on the Amaze Management Committee.

### **Recording and Reporting**

The minimum expectation is that the following are recorded in a complaints and concerns log (appendix 1) and kept up to date:

- Date of complaint or concern (or date file started)
- Name of individual raising the complaint or concern
- Nature of the concern or complaint
- Date of initial response
- Person handling concern or complaint
- Actions taken to investigate concern or complaint
- Date of formal response
- Any other subsequent actions

A file should be opened containing copies of all correspondence relating to the concern or complaint, including a copy of the formal response to the user.

The Director will report the incident, nature and outcome of a registered concern or complaint, to the Personnel Subgroup.

The Personnel Subgroup will annually review all registered concerns and complaints and provide staff with training and assistance with the procedure, if required.



Appendix 1

**Amaze Complaints/Concerns Record**

Date of complaint or concern (or date file started)	
Name of person raising the concern or complaint	
Nature of the concern or complaint	
Date of initial response	
Person handling concern or complaint	
Actions taken to investigate complaint	
Date of formal response	
Any other subsequent actions	