

Complaints and Suggestions Policy

1. Policy Aims

- To ensure that all complaints and suggestions are recognised, taken seriously and dealt with appropriately;
- To ensure that all complaints and suggestions are viewed as feedback which can be used to improve Kingfisher Treasure Seekers Ltd;
- To instil confidence in employees, volunteers and customers that their views will be listened to, valued and acted upon within an appropriate timescale;
- To ensure that complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both service users and staff.

2. Example of Relevant Legislation

Under the Sale of Goods Act 1979 goods must be as described, of satisfactory quality and fit for purpose. Fit for purpose means both their everyday purpose, and also any specific purpose that you agreed with the seller. Goods sold must also match any sample you were shown in-store, or any description in a brochure.

Since 2003, consumers have had extra benefit from *The Sale and Supply of Goods to Consumers Regulations*. When goods are faulty, and returned within six months then the shop has to prove they *weren't* faulty when purchased.

The *Trade Description Act*, which was added to by the *Consumer Protection from Unfair Trading Regulations* in 2008 makes it a criminal offence for a company to describe goods or services falsely.

3. Policy Guidance

We are committed to receiving, responding to and learning from complaints about our work swiftly as part of our commitment to continuously improve the products and services we offer. Our aim is that wherever possible we will

solve a problem on the spot. If it can't be resolved quickly we will let you know how long we expect it will take to investigate and resolve.

We view complaints as an important and useful source of feedback about how we have performed. Many people are reluctant to complain or express a concern that they may have, but if you have had a negative experience or if we did not meet your expectations, then you are most certainly justified in informing us of your concerns – we want to hear from you.

We will acknowledge your complaint within 5 working days after we receive it, and ask for any extra information we need to help us resolve your complaint in a timely manner. After establishing what the problem is and what solutions we can offer to resolve the problem, we will agree a timeframe with you for resolving your complaint effectively, usually within 30 days. We will let you know what you can expect.

You can make a complaint verbally or in writing. Complaints can be registered by written statement to the manager/team leader, or verbally to staff. Any verbal complaints must be documented immediately, and passed on to the manager. Staff are encouraged to raise concerns, complaints & suggestions in frequent supervisions, as well as on a more informal basis with their line managers.

All employees should be aware of the Complaints & Suggestions Policy, and will be introduced to it during their induction. This should be refreshed annually, and all staff should know the steps to undertake should they be made aware of a complaint or concern.

To ensure that all complaints and comments are dealt with consistently, Kingfisher Treasure Seekers will acknowledge every written complaint within five working days. The investigating manager will undertake a full investigation into each complaint within 30 days. The manager of any project may be the named individual with regard to any complaints. If the manager is implicated, Craig Tucker will be assigned as the named individual. In all instances, except where he is implicated, Craig Tucker will take overall responsibility for handling the complaint. This could include delegating full responsibility to the department manager..

At time of writing these are:

The Cavern: Craig Tucker

The Hub: Sally Collis

Adult Support at The Cavern: Pam Evans

Youth Support at The Cavern: Isla Tiller Gunasingha

The Lighthouse: Madison Moulton

The Anchor: Lizzie Meyer

Administrative Team: Andy Davis

Any other area of Kingfisher Treasure Seekers: Craig Tucker

Kingfisher Treasure Seekers Ltd realises that once a complaint has been registered, it is most beneficial to deal with the issue directly between the complainant and the manager. To ensure this is a possibility, all complaints should be dealt with openly, ensuring good communication lines and honesty.

All complaints should be dealt with sensitively and with the utmost discretion. The policy is in place to ensure that every complaint is treated with the same level of importance.

If a verbal complaint is received, it should be resolved immediately if possible. If this is not possible, the manager should be informed immediately and will solve the problem where possible. If the complaint is made to a staff member, they must ensure that they remain professional, calm and sympathetic. They should not blame others, or make promises they cannot keep.

When a complaint is received in writing it should be passed on to Craig Tucker, Director. In the event of this person being absent, the next avenue will be Andy Davis, General Manager, or the department manager to which the complaint is relevant. An acknowledgement letter will be sent to the complainant within **five working days**. Along with this letter, a copy of this Complaints Procedure will be sent, as well as a request for any further details required regarding the complaint.

The manager or named person will conduct an impartial investigation around the complaint. The organisation may seek legal advice. The investigation should be complete within 30 days. If the investigation is too complex, and cannot be completed within this time scale, the complainant should be informed immediately. All investigations must be documented in written format, and stored confidentially. The complainant has the right to know the outcome of the investigation, and ideally this should be presented via a meeting. If a meeting is undertaken, the complainant has the right to have a friend or representative present. An apology may be offered at the meeting if deemed appropriate. This does not however admit liability. The complainant should receive a written explanation of the investigation either after the meeting or if the individual declines a meeting, instead of it.

If the complainant is not satisfied by the investigation, they will be given details of how to contact the Citizens Advice on 08454 04 05 06, or if it is an employment related complaint then ACAS. Both services may be able to offer details regarding the local Ombudsman.

Any investigation outcomes will be documented and stored securely, and the manager must ensure that any improvements to the organisation deemed necessary, are undertaken. All complaints will be reported to the directors, as appropriate, so organisational changes can be made as necessary. All complaints will be discussed after twelve months, and the system reviewed on a 6 monthly basis.