

Complaints, Compliments and Comments Policy

Context

This policy sets out CAAS approach to ensuring that anyone who uses our services, or who interacts with our staff and volunteers, can share their experience with us.

CAAS strives for high standards in our service delivery and in our interactions with clients, and we welcome feedback (good and bad) from our clients, funding bodies, stakeholders or other individuals who work with us, on all aspects of our service. Such feedback is invaluable in helping us to evaluate and improve our work.

Introduction

CAAS is committed to ensuring that everything we do is of the highest quality, and we believe that it is through the effective management and investigation of complaints, compliments and comments that we can best understand how we are viewed and recognise the steps we can take to maintain our excellent reputation.

Whilst we make every effort to meet peoples' expectations, circumstances may arise where an individual has a concern and wishes to bring this to our attention. We will take all reasonable steps to resolve the situation, in everyone's best interests.

For very serious concerns, such as an individual's safety being in immediate risk, please take such action as is appropriate (for example, by calling the emergency services).

Policy Statement

The following guiding principles underpin CAAS approach to handling complaints, compliments and comments:

- CAAS will take seriously any concern or complaint, will look into matters raised promptly, and will seek to resolve and respond to them as quickly as possible
- CAAS recognises that all clients, agencies and organisations
 - have the right to raise concerns or complaints about our services.
 - should have access to clear information on how to voice complaints and concerns, as well as compliments.
- Everyone who receives or requests a service from CAAS, as well as people acting on their behalf, can submit a Complaint, Compliment or Comment (CCC) Feedback Form (See appendix) and anyone who does so will be treated with respect and courtesy.
- Complaints will be listened to carefully, and dealt with consistently, fairly and sensitively. An apology will be given if appropriate.
- Anyone submitting a CCC form will receive a response in writing. If action is required as a result of the outcome of a complaint, such actions will be shared with the complainant and completed as quickly as reasonably practicable.
- CAAS will keep a register of all complaints, which will be reviewed regularly by the Board of Trustees
- All staff, volunteers and Trustees are required to read, understand and comply with this policy and its procedures

Complaint, Compliment and Comment Process

In the first instance we would encourage any concerns or comments about our services to be directed to the staff member concerned, or their line manager, in an informal way. This means they will quickly be able to understand your concern, and try to put things right, or be grateful for your compliment.

If you feel that you would like a more formal response to your complaint, compliment or comment, you are asked to fill in our Complaint, Compliment or Comment (CCC) feedback form, which can be found [here](#), and in the appendix to this policy. You can return it to any member of staff, or to the CEO, Steve@adhdandautism.org. Please ensure that as much information as possible is included in the form, so that we can best understand the feedback being given.

What might feedback be given on?

This is not an exhaustive list, but clients (and their representatives) may wish to comment on the

- accessibility of our services
- quality of help and support provided
- nature of interactions with staff or volunteers (courteous, respectful etc)
- clarity of information given

Depending on the nature of the contents of the form, an appropriate person will be assigned as the Initial Investigator by the CEO. This will likely be the manager of the service, the Director of Services or the CEO.

If you wish to make a [complaint](#), the Initial Investigator will acknowledge receipt of your form within 5 days of receiving it. They will gather information about the complaint from relevant staff members or witnesses, from any available written information and files, and by contacting you for additional information if needed. They will agree any relevant actions with the appropriate team and respond in writing to you within 20 working days of receipt of the CCC form. If action is to be taken, or an apology is required for services that don't meet our high expectations, then we will apologise, and you will be informed as to what actions we will take to ensure our services are of appropriate quality in the future.

If you are not happy with the response that you have received, you are asked to notify the CEO (Steve@adhdandautism.org) within 5 working days of receiving our response, and let us know why the response hasn't met your expectations. Please be explicit about why the response is not satisfactory, and provide any facts and information you have which explains why.

In the case of an appeal, the CEO will appoint a Final Investigator (who will be someone more senior than the Initial Investigator) to review the findings of the Initial Investigator, to carry out additional research, and to contact you for further information if needed. If the Initial Investigator was the CEO, then a member of the Trustee board will be asked to be the Final Investigator.

The Final Investigator will respond in writing to you within 20 working days of the receipt of the notification of appeal, and this will be the final decision made regarding the issue raised. If you are dissatisfied with the response, you could seek advice from a solicitor, or from the Citizens Advice Bureau, as to potential next steps, or you could contact the Charity Commission, who will let you know if they can advise on the matter. The Charity Commission can be contacted at: <https://forms.charitycommission.gov.uk/>

Complaining about the CEO.

If a complaint is made about the CEO, the Initial Investigator will be the Chair of the Trustees. You can send the CCC form to them directly on eberhardt.gabriella@gmail.com. If an appeal is raised, the Final Investigator will be chosen by the Chair from the Board of Trustees.

Wider Action

Irrespective of the outcome of any complaint, we will consider if we need to take any specific steps in terms of reporting to the [Charity Commission](#), the [Health and Safety Executive](#), to other relevant regulator, or to the [Police](#).

Consideration will always be given as to whether any changes should be made to internal policies, procedures, training etc, to see if anything might reasonably be done to prevent a similar issue arising in future.

Anonymous Complaints

Anonymous complaints will be recorded and any facts available looked in to. However, we will be mindful that anonymous complaints can sometimes be malicious. If the complaint has basis, we will of course hold the relevant people accountable but, equally, our staff, volunteers and other CAAS parties have a right to be protected from unsubstantiated and, potentially, malicious allegations.

Anyone wishing to complain is strongly encouraged to provide all of the information as requested in the CCC form. This will also allow us to gather further information if necessary and advise the outcome in writing.

Confidentiality

To process a complaint, CAAS will hold personal data about the complainant, which the individual provides, and which other people give in response to the complaint. We will hold this data securely and only use it to address the complaint.

The identity of the person making the complaint will ordinarily only be known to those who need to consider the complaint, and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies, or where allegations are made which involve the conduct of third parties.

Any communication in respect of the form, including the response, will be subject to compliance with the relevant Data Protection regulations.

Equality, Diversity and Inclusion

CAAS is committed to providing services which embrace diversity and that promote equity in opportunity. Everyone who accesses our services or who represents us in a paid or voluntary capacity should be safe, empowered to play a part in promoting their own welfare and that of others, and be able to live a life free from abuse, including from malicious or abusive complaints or comments. Anyone is free to submit a CCC form for our consideration, and all forms will be considered in a respectful and inclusive way.

Monitoring and Review

This policy is owned and approved by the Board.

The CEO is responsible for managing this policy and overseeing its implementation. Every member of staff should take personal responsibility for understanding it, and, where necessary, for sharing it with our clients, and with those who represent them. If the matter is taken to the Trustees, then the Chair of Trustees is responsible for ensuring this policy is implemented in full.

This policy will be reviewed as needed, and at least every three years.

The Board will receive a report twice per year, detailing summary information about any complaints received, to ensure that opportunities for improvements are identified and relevant actions implemented.

Appendix One : Complaints, Compliments and Comment Form

Feedback will be acknowledged within 5 working day of receipt and we aim for any complaints to receive a formal response within 20 working days.

Your Name:	
Your Address (please only fill this in if you would like a response posted to this address):	
Your phone number:	
Your email:	
Is this a complaint, a compliment or a comment?	
What would you like us to know? Please provide as much detail as possible.	
Is there any particular outcome you would like as a result of this feedback?	

Please send this completed form to Steve@adhdandautism.org.

Alternatively, please send an email with the relevant information from above to Steve@adhdandautism.org