

## **Client Complaints Policy and Procedure**

### **1. Introduction**

Positive Help aims to deliver services to our clients to the highest professional standards and in good faith. We accept however that occasionally we might fail in our aim and that clients may feel the need to complain.

A complaint is an expression of dissatisfaction about any aspect of professional practice or behaviour. It can be about any part of a service received or expected to be received by a client.

### **2. Aims of the policy**

The purpose of this policy is to:

- Provide a fair complaints procedure which is clear and easy to use for any client wishing to make a complaint.
- Publicise the existence of our complaints procedure so that our clients know how to contact us to make a complaint.
- Make sure everyone at Positive Help knows what to do if a complaint is received.
- Make sure all complaints are investigated fairly and, where possible, resolved quickly.

### **3. Procedure**

A complaint must be made in writing to the Manager, either by email, letter or using our client complaint form available on our website. The Manager will write to you within 5 working days acknowledging receipt of your complaint.

The Manager will ask to meet with you and any staff member involved. At this meeting you may bring a friend to support and assist you. You will normally receive a written reply within 15 working days of the meeting. If this is not possible because, for example, an investigation has not been fully completed, you will be updated and advised as to when to expect a full reply.

Hopefully this meeting will resolve your complaint. If, however, you feel that the problem has not been satisfactorily resolved, you can refer the complaint to the Chair of the Board. Again, your complaint must be in writing and will be acknowledged within 5 working days.

The Chair of the Board or nominated member of the Board will ask to meet with you and any staff member involved. At this meeting you may bring a friend to support and assist you. You will normally receive a written reply within 15 working days of the meeting. The decision of the Chair of the Board is final.

If your complaint is against the Manager, you should register it with the Chair of the Board. The same procedure as above will be followed.