



Complaints Procedure September 2014

People Matters is committed to developing good quality and to promoting excellent and appropriate relationships between everyone involved in the organisation on every level. If, for any reason, anyone is dissatisfied with the service they receive in either the action or attitude of anyone connected with the organisation, we would like to hear about it so that remedial action can be taken.

If you have a problem we would ask you to try and resolve it informally first if you can before you use the complaints procedure. Your problem could be a misunderstanding. If you think it is a serious problem then you should use this procedure straight away.

Stage 1

Take your complaint to the line manager of the person concerned.

- If the complaint is about a group member or volunteer, this will be the support worker or tutor.
- If the complaint is about a support worker or tutor, this will be the manager for the service.
- If the complaint is about the service manager, this will be the chief executive of People Matters.
- If the complaint is about the chief executive or about any policy or practice of the organisation, this will be the directors of the organization

For details of who to contact and how, please ring the People Matters office Tel: 0113 2346896. There is also a form available to use in the 'contact us' area of the website

What happens if I complain?

In all cases, an initial response will be made within 7 working days. The person responsible for dealing with your complaint will ask you to supply

all the information you can about what has happened. There is a form to do this on and if you need help to complete it they will help you do this. They will then look at what has happened. They may look at things that have been written down about what should have happened. They may talk to you to find out more about what you have said. They may talk with other people who were there or involved in some other way. When they have finished they will make a decision and get in touch with you.

- They might say that you were right to get in touch and tell you what is going to be done.
- They might say sorry or thank you
- They might say explain why something was done in the way it was.
- They might say that we are going to make a change in the future.
- They might say that your complaint is something to do with something else like safeguarding, health & safety or data protection and that policy is going to be used to look at what you are concerned about

You should know that if your complaint is a safeguarding, health & safety or data protection issue the board of directors expects the chief executive to tell them about any problems like these that People Matters has at their next meeting.

Stage 2

If you feel that you are not satisfied by the handling of the complaint, you can say so. You should say this in writing and send it to either the chief executive or to the directors of People Matters.

Your appeal will be investigated by the chief executive and/or the directors. You will be kept informed of what is happening and every attempt will be made to resolve the situation. When you are told the results of your appeal you will also be told if there is anything else you could think about doing afterwards.