



COMMENTS, COMPLIMENTS AND COMPLAINTS

SCDA wants to ensure that all those who come into contact with the organisation have a positive experience, whether as a service user of the organisation, partner organisation or a member of the public.

In order for us to monitor our service we invite those who have had contact with SCDA to tell us about their experiences. Perhaps you have had a particularly positive experience of our service, or perhaps you feel there is something we could do better. In either case we would encourage you to let us know.

How to give us feedback on our service

If you were particularly impressed with an SCDA service or staff member or if you have a comment on how we could improve our service then please let us know.

You can give us feedback in person, in writing, via e-mail or telephone. You can give your feedback to any SCDA staff member, Programme Manager or Project Manager who will advise the Chief Executive. If you are unsure of who to contact with your feedback then you can contact the SCDA Human Resources team whose contact details are set out at the end of this document who will advise you how to contact the most appropriate person.

Comments Form

There is also a Comments Form available which we would welcome you to complete to tell us about our services, employees or events that you may have experienced. This can be a comment or a compliment about any part of SCDA.

The Organisation will keep a log of all feedback received and this will be analysed and presented annually to the Board of Trustees.

How to make a complaint

Sometimes things do go wrong or you are not happy with the service you have received, the procedure below sets out the way in which SCDA deals with complaints made about its staff or services.

- 1) If you are unhappy with the service you have received, in the first instance you should talk directly to the member of staff involved wherever possible, to see if an informal resolution is possible. (This does not apply to cases of Equality or Safeguarding vulnerable adults or children; you should contact the HR Director or the Chief Executive directly, if you have any concerns about either of these issues as soon as possible.)
- 2) Any member of staff receiving a verbal complaint about SCDA staff or services will take details in writing and inform the appropriate Programme Manager for action. If a written complaint is received, either a telephone or written response will be made within 2 working days, stating that it has been passed to the appropriate Programme Manager. If the appropriate Programme Manager is not available, and the matter is of utmost urgency, it will be passed onto the Chief Executive.
- 3) The Programme Manager will investigate the matter and organise the response to the complaint. They will telephone you for an informal discussion, and set out the proposed time-scale for dealing with the complaint, (this will normally depend on the complexity of the complaint). They will confirm the telephone discussion they held with you and set reasonable timescales involved in writing.
- 4) In most cases the Programme Manager will contact directly the staff involved in the complaint to carry out a preliminary investigation. They will decide on the action that will be taken by the organisation to remedy the complaint. The agreed outcome and actions will be communicated to you within the complaint timescales previously advised.
- 5) If the issue is deemed by the Programme Manager to be sufficiently serious, for example if it relates to serious staff incompetence or inappropriate behaviour with disciplinary

potential, including Equality and or Safeguarding vulnerable adults or children concerns, then the Programme Manager will inform the Chief Executive who will proceed with further investigation. The Chief Executive will decide on the most appropriate way of investigation which may include conducting interviews with the complainant, the individual(s) complained of, and witnesses. The Chief Executive will maintain an overview of the process of the complaint and be responsible for informing the complainant of what is happening and the likely time-scales. The Chief Executive will normally be responsible for writing to the complainant with the outcome and the actions to be taken by SCDA.

- 6) If you are unhappy with how your complaint has been dealt or are unhappy with the outcome then you may appeal. If a Programme Manager had dealt with your complaint then you may appeal to the Chief Executive, via the Executive Assistant. If the Chief Executive has dealt with your complaint then you may appeal to the Chair of the organisation via the Executive Assistant, who will arrange for a panel of board members to investigate. The contact details for the Board are set out at the end of this document.
- 7) The decision of the board will be final; if you wish to pursue your complaint further then you are advised to contact your local Citizens Advice Bureau who may be able to advise you further.
- 8) The organisation will keep a log of all complaints received, and this will be analysed and presented annually to the Board.

Contact Details

There are a number of ways in which you can contact us:

Write to us:

Sussex Community Development Association
(SCDA)

Denton Island Community Centre

Denton Island

Newhaven

East Sussex

BN9 9BA

Phone us:

01273 517250

Fax us:

+44 (0) 1273 612821

email:enquiries@sussexcommunity.org.uk

Lynda Clements
Executive Assistant
Room 6
SDC Newhaven Campus
Denton Island Community Centre
Denton Island
Newhaven
BN9 9BA

email: board@sussexcommunity.org.uk

Human Resources
Denton Island Community Centre
Denton Island
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| Policy written by | HR & ratified by HR Subcommittee |