

# Compliments, Complaints and Feedback Policy

## Easy Read Version



Magpies

# Introduction

This is an easy read version of Magpies Compliments and Complaints Policy.

This policy is to explain when and how you can submit complaints, compliments or other feedback.



## What is the policy about?

If something goes wrong at Magpies, it is important that we put it right and stop it from happening again.

It is important for us to receive compliments because they help us know that our services are good.

Complaints, compliments, or any feedback about Magpies can be made at any time, either by talking to staff or by writing it down.



A Compliments, Comments and Complaints form is available from the Magpies Office.

Complaints should be made as soon as possible after the issue happened.

Magpies will deal with complaints as soon as possible, but this could take up to 10 days.



## Making Verbal Complaints

Magpies will try to resolve any day to day complaints easily and quickly.

We expect complaints to be raised directly with the member of staff concerned first. If this is not possible, then raise it with a senior member of staff.

If the problem has not been resolved with a chat, then you should follow the formal procedure that is explained below.



# Making Formal Complaints

Complaints should be made to the service manager. You can make a complaint by:

- in person
- telephone
- complaints form
- letter
- email

In your complaint, you should state the issue and what action you wish to be taken.

The Manager will respond to you with a letter within five working days after you made the complaint.

If the complaint is about the Manager, you should complain to the Chief Executive Officer.

If the complaint is about the Chief Executive Officer, the complaint should be addressed to the Chair of Trustees.



When making a complaint, you can be helped by a friend or relative, but not a legal representative.



All complaints made to Magpies must be logged in the complaints register which only the management team can access.

We will investigate your complaint and tell you the results of the investigation and the action to be taken - normally within 10 working days of receiving the complaint.



## Appeals

If you are not happy with the outcome of the investigation, you can appeal the decision, in writing, to the Chief Executive Officer (or Chair or Appeal Trustee).

You can appeal within 10 days from the date of the letter with the complaint outcome. The appeal will be dealt with within 20 working days of receiving it.



If the appeal is justified, the appeal panel will agree and tell you what actions will be taken. The decision of the appeal panel is final.

# Reporting

The CEO will keep the Board of Trustees informed of the complaints and outcomes. The Board will be updated on this at least once per year.



*If you would like to read the full policy and procedure, please contact the office.*