

Diamonds in the Community

COMPLAINTS POLICY & PROCEDURE

The Diamonds in the Community (DitC) charity aims to provide high quality, accessible services to its members and others who seek its help and support. As part of this commitment we have established a complaints procedure to enable individuals and organisations using our services to make suggestions for improvement.

Principles

- 1 We will plan, provide and deliver our services in a non-discriminatory way.
- 2 We will inform service users of our complaints procedure and enable them to make easy use of it if they wish to do so.
- 3 We will respond to all complaints and suggestions within a prescribed time.
- 4 The Chairperson will hold the responsibilities of 'Complaints Officer' for the organisation.
- 5 Complaints may be made to any member of staff. Complaints made to members of the DitC Staff will be referred to, and dealt with by the Chairperson.
- 6 Complaints will be resolved as quickly as possible.
- 7 Complaints will be dealt with in confidence.
- 8 If a complainant wishes to challenge a decision or response made to a complaint, they may appeal in writing to the Management Committee.
- 9 The complaints procedure is part of DitC's process of monitoring the quality, effectiveness and non-discriminatory nature of our services.
- 10 This complaints procedure operates separately from disciplinary procedures for staff.

Complaints Procedure

Making a Complaint

We will respond to complaints and suggestions about the services we offer, the actions of our staff/volunteers, and services that have not been received, which in the view of the complainant should have been available.

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Examples of Causes for Complaint

- Have you been refused a service requested from DitC?
- Do you feel dissatisfied with any service given by DitC?
- Are you unhappy with the way you have been treated by DitC's Staff/Volunteers?
- Do you wish to challenge a decision or statement made, or an on action taken by DitC?
- Have you any suggestions which you would wish to make to help DitC improve and develop its practice and services?

How to make a complaint

Verbally: to a member of staff. A staff member, representative or colleague, with your agreement, will then put your Complaint in writing. It will then be referred to the Chairperson of DitC.

In Writing: to the Chairperson who will:

- Acknowledge receipt within five working days
- Send you a copy of DitC complaints procedure
- Investigate your Complaint

You can involve a representative or colleague both in supporting you to make your complaint and in any meetings where the complaints procedures are activated.

Response to your complaint

You will receive a written response to your complaint within two working weeks. If a written reply is inappropriate or insufficient you will be offered the opportunity to meet with the staff member(s) concerned along with the Chairperson to discuss the matter in detail and work towards a satisfactory outcome.

You will be informed in writing of the outcome of any such meeting, normally within two working weeks of the meeting.

The response will inform you of the outcome of your complaint.

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Additional Information

Complaints about a Management Committee Board member should be made to the Chairperson of the DitC.

Making an Appeal

If you are not satisfied with the outcome or response to your complaint you may appeal to the full Board.

This should be done in writing, within a maximum period of 28 days of receiving written notification of the outcome of your complaint.

If you are still dissatisfied you can raise the matter in writing, directly through the Chairperson to the full Management Committee which will normally appoint a small working group from among its membership to deal with the complaint.

You will be informed of the outcome as quickly as possible.

The decision of the Working Group will be final so far as the organisation is concerned.