COMPLAINTS POLICY & PROCEDURE

1.0 INTRODUCTION

1.1 Peepal Tree aims to provide excellent standards of service to our clients. However, we accept that events may arise that may give you cause for complaint.

1.2 The following documentation provides our policy and explains the way in which a complaint can be made in the event that any incident(s) arise where you feel you have been unfairly treated or are dissatisfied with the conclusion of any service based matter.

1.3 Peepal Tree commits itself to the endeavour of providing a full and sympathetic investigation of all valid complaints, be they formal or informal. In all circumstance we will aim to provide a fair and amicable solution for all peoples concerned, as quickly and efficiently as possible. All members of Peepal Tree are duty bound to report and log all complaints and provide a resolution for the complainant as soon as is possible.

1.4 In responding to a complaint, Peepal Tree will not discriminate, either directly or indirectly, against anyone based on race, colour, ethnic or national origin, sex, sexuality, single or marital status, physical disability, history of mental disability or illness, appearance, political or religious belief, alcohol or drug abuse, age, unemployment or class background.

2.0 OBJECTIVES

2.1 The complaints policy and procedure has been designed for the benefit of residents, staff and Peepal Tree as a whole. It has been planned to meet the following objectives.

- Provide an accessible, indiscriminative and open complaints process for all residents. Ultimately providing a simple and rapid mediation service for any grievances.
- To help allow Peepal Tree to supply an equal and fair provision of service for all residents.
- To allow Peepal Tree to improve user satisfaction by learning from previous experience.

- To allow residents to gain maximum benefit and satisfaction from their time at Peepal Tree.

2.2 We hope that the adoption of a clear procedure will help to ensure that if complaints arise they will be resolved efficiently and effectively and as close to the source of the misunderstanding as possible. In this way the complainant will feel assured from the outset of the process that the matter is being dealt with fairly. In this way Peepal Tree anticipates that an unnecessary escalation of the problem can be avoided.

3.0 GUIDING PRINCIPLES

Simplicity: Simple, well publicised stages.

Access: Complainants knowing exactly where, how and to whom they should complain.

Speed and clarity: Complaints being dealt with promptly, effectively and professionally within the stated time limits and at the earliest stage possible.

Action: Action being agreed and reviewed, with complainants kept informed of progress throughout each stage of the procedure.

Objectivity: Beyond the first informal stage of investigation of a complaint against an individual, the subject of the complaint will not deal with it but instead refer it to his or her manager or a director where appropriate.

Development: Opportunities for the organisation to review practice and consider changes to the procedures on the basis of client perceptions.

4.0 COMPLAINTS PROCEDURE:

4.1 This complaints procedure is primarily for the use of residents. However this process may also be used by contractors, external workers and visitors to our premises.

4.2 Our complaints procedure has three stages:

4.2.1 Stage 1

The complaint is directed to the Unit Manager. An error or misunderstanding can usually be resolved quickly and informally at this stage.

Initially we encourage all residents to attempt to resolve any issues by talking through their problems with appropriate members of Peepal Tree. In these instances we will make an unreserved attempt to provide an immediate and full resolution for the complainant. If the member of Peepal Tree is unable to do this then they will

pass this complaint on to a senior manager who will personally resolve or appoint a capable member to resolve this complaint as soon as possible (stage 2).

4.2.2 Stage 2

We appreciate that not all issues may be resolved at stage 1 and it may be necessary to process a formal complaint. Stage 2 requires filing a formal complaint. This can be emailed to support@peepaltree.co.uk or a written complaint can be handed to placement staff or your keyworker. An emailed complaint is preferable as it allows the complaint to be more easily tracked and go through the necessary channels more easily. Any persons wishing to seek advice or help in completing a complaint can freely ask any member of staff for assistance.

The complaint will be sent to the operations manager. Upon receiving your complaint we will log the complaint. Residents are welcome to bypass Peepal Tree at any stage. However, it is recommended that the flow chart below is followed for a quick and efficient conclusion.

The following flow chart shows the course of action that is to be taken, depending on the nature of your complaint. Our service standard will ensure you receive an acknowledgement from us of your complaint within 48 hours and resolution within 14 days through a nominated person.

In the case of the complaints form being passed to a third party we will aim to provide an initial response to this party within 1 week. So allowing due time for the party to correspond with you and asses your next course of action.

In the case of particularly complex complaints this may be only a part response providing you an estimated course of action to follow stating approximately when we will be in a position to provide a response in full. If there is to be a further delay the complainant would be notified and the reasons explained.

The Investigating Person will maintain openness within Peepal Tree, by informing the member of staff who the complaint is about providing open discussions, outcomes and learning or change practice or expectations for the employee and the organisation. Whichever course of action is taken Peepal Tree will endeavour to reach a fair and amicable solution for all peoples concerned, as quickly and efficiently as possible.

The complainant has the right of appeal to a senior manager (if the Operations Manager has already been involved at an earlier stage, this may be dealt with by another senior manager).

4.2.3 Stage 3

The findings of the review and investigation and outcomes will be discussed by a manager with the member of staff involved and the complainant.

Any policies and developmental changes thought appropriate after this process will be implemented as soon as possible to prevent re occurrence.

The Unit Manager will keep a record of all complaints and review them monthly.

5.0 WHAT IF I AM STILL DISSATISFIED?

5.1 If, having followed this procedure you are still not happy with how your complaint has been dealt with then the your social worker, referring team manager, advocate or Citizen's Advice Bureau are amongst some of the organisations where you may be able to get independent advice on your complaint.

5.2 NOTES:

We will aim to review all complaints. However complaints that have been made previously and simple disagreements in policy and procedure will not be considered.

Under normal circumstance we will not consider complaints about smaller matters, which occurred more than 12 months ago.

Finally we reserve the right to not pursue a complaint, which we feel, is being pursued in an unreasonable manner.

6.0 COMPLIMENTS

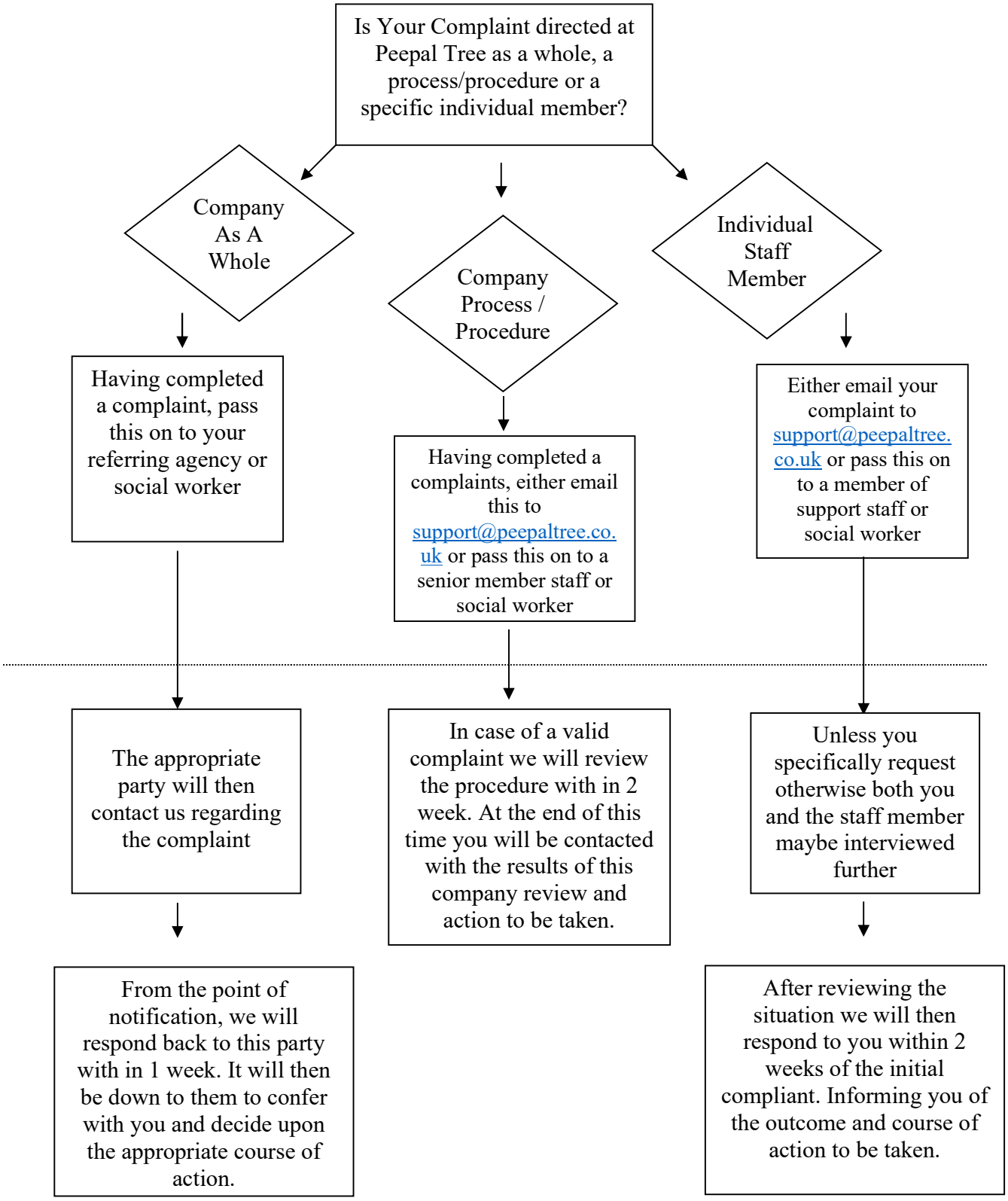
6.1 It is always encouraging when you feel motivated enough to compliment us or a member of staff for something you feel they have done well, "over and above the call of duty" etc. Naturally, we want to ensure others know you have passed a compliment because they too feel encouraged and this filters down to the standard of care and support we provide. We are happy to receive any compliment in whatever manner you see fit. If it is possible you can let the Manager know of your compliment. This helps us ensure that others may be encouraged too. The Manager keeps a separate file of any compliments received and you are welcome to look at this at any time on request.

7.0 CONFIDENTIALITY

7.1 We will treat your complaint in confidence and only pass details to staff and partner organisations who need to know in order to investigate it.

7.2 Confidentiality cannot be guaranteed, however where a vulnerable person is considered to be at risk and safeguarding procedures apply. In these circumstances, Peepal Tree may have to share the information with other agencies.

7.3 Complaints or compliments can be made confidentially to support@peepaltree.co.uk.



* Please note, if you choose, complaints forms can be emailed directly to support@peepaltree.co.uk.