

## **COMPLAINTS POLICY**

A main principle of Advocacy is **SPEAKING UP**

The complaints policy helps to make sure that:

- There is a way for people to speak up when things go wrong
- The organisation can maintain a high standard of advocacy

### **HOW COMPLAINTS WORKS**

The Advocacy Organisation will:

- Aim to provide high quality Advocacy services to individuals
- Keep a written record of all formal complaints received
- Monitor the outcomes of all formal complaints received
- Aim to work out the problem informally with the person
- Contact the person making a complaint within 5 working days
- Give the person the answers within 28 days of the complaint
- Give others involved the answers with the persons' permission
- Reassure the person about their right to make a complaint
- Respect confidentiality at all levels of a complaint
- Have a named Committee Member to listen to complaints
- Have a named Independent Person to listen to complaints
- Ask the Advocacy Coordinator to listen to the complaint
- Ask the Committee Chairperson to listen to the complaint
- Have a small committee to listen to the complaint formally

The Management Committee will:

- Keep a written record of all complaints
- Respect confidentiality at all levels of a complaint
- Report alleged criminal offences to the appropriate authority

**Monitoring information about complaints  
will be available for inspection by fund providers**