

# Complaints Policy

## Compass Disability Services & its Subsidiaries

Units 11 – 12 Belvedere Trading Estate  
Taunton, TA1 1BH

February 2019  
Review Date: February 2022

### Introduction

Compass Disability Services is committed to enabling members, customers and those that come into contact with our projects/services to influence and easily voice their views and opinions about our organisation and the projects we facilitate, and are able to seek to effect change where possible and appropriate.

In line with our Equal Opportunities Policy, Compass Disability Services is committed to identifying and eliminating all forms of discrimination, providing equal opportunities to all and promoting diversity throughout our organisation. All people that come into contact with our organisation can expect to be treated fairly, with respect, dignity and understanding.

### Scope

Compass Disability Services welcomes all feedback both positive and negative about any aspect of our organisation and ensures that both are used to develop and influence our services and projects. We encourage feedback so we can recognise problems, rectify poor practice and improve for the future. If a complaint is made we will apologise, work to rectify the problem and learn from them as per our quality objectives.

There is scope for complaints to range from simple matters regarding an everyday aspect of the organisation, to serious allegations concerning unacceptable behaviour on the part of staff, volunteers, customers, or others associated with the organisation.

### Definition

Compass Disability Services make a distinction between negative feedback and a formal complaint:

- **Negative Feedback** can range from minor grumbles and criticisms to instantly resolvable minor complaints.
- **A formal complaint** is an issue that cannot be resolved instantly and requires further investigation in order to rectify the situation.

Date updated: 20/03/2019	By whom: Rachel Bye	Version number: 7
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Where reference to complaints is made throughout this policy it also refers to negative feedback.

### **Advocacy**

Anyone wishing to complain has the right to have support from a person who is independent from Compass Disability Services. This person could help as a friend to give confidence and help someone explain their complaint, or they could be instructed to write or speak on behalf of the complainant.

### **Procedure**

We recognise that it is not always possible to find a solution to a problem in an informal manner, therefore the complaints procedure sets out the different stages a complaint should follow in order for a resolution to be reached.

### **Monitoring Complaints**

Compass Disability Services will regularly review complaints that have been made, however informal, in order to monitor the effective running of the organisation, services and projects. This will be done without revealing the identity of complainants, and will contain only those details necessary for Compass Disability Services to consider the broader issues raised by the complaint.

### **Confidentiality**

Where possible a complainant's wish for confidentiality will be respected. However, this may not always be possible if the complaint is to be dealt with adequately. For example, if the complainant does not wish to reveal their name or the name of the person they are complaining about it will be difficult to investigate some types of complaints.

If the complaint involves issues that will affect other members or customers it may not be possible to keep total confidentiality. However, in all cases, information shared will be strictly limited to that which is relevant to the complaints procedure, and will only be shared with those involved in the investigation or to others to whom it is relevant. Information will not be shared without informing the complainant in advance.

### **Policy Revisions**

This policy will be reviewed every three years and amended as necessary, or earlier in accordance with any forthcoming legislation or mandatory requirements. All employees should pass suggestions or recommendations for the revision of any aspect of the policy through normal channels to the Chief Executive.

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## **Associated documents**

- How to make a complaint
- What you Can Expect From Us Leaflet
- Negative feedback and complaints procedure
- Positive feedback procedure

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