



COMPLAINTS POLICY AND PROCEDURE

FLEETWOOD TOWN COMMUNITY TRUST

COMPLAINTS POLICY/PROCEDURE

Scope

Policy

Fleetwood Town Community Trust is concerned that anyone who feels it necessary to express dissatisfaction with any service which the Trust provides, in any aspect, should be offered every opportunity to report the circumstances openly and confidently to the Trust management in the assumption that it will be received in a manner which reflects the caring philosophy of the organisation.

The Trust aims to deal with each expression of dissatisfaction courteously, sympathetically, fairly and objectively and to offer an appropriate remedy to anyone who is adversely affected by a service which fails to meet our standards.

The Trust constantly seeks to improve all our services. The management and the Board of Directors regularly monitor the complaints and comments received and the effectiveness of these procedures in addressing them. Information received in the complaint is used to prevent reoccurrence.

Objectives

To enable anyone who feels dissatisfied with any aspects of the Trusts operations, services or environment to feel comfortable in the procedure of making a complaint and reassured about the outcome.

To turn dissatisfied customers into satisfied ones, to recover and boost our reputation.

To assist anyone to make a constructive suggestion or complaint easily; *(the additional support of the independent Student Services Unit is available to assist complainants)*

To encourage trust staff to treat comments and complaints seriously and positively as an expression of dissatisfaction with our service which calls for a response; *(in order to ensure a consistent and customer orientated response.*

To action, record and evaluate all suggestions and complaints;
(this is regardless of whether they have been resolved or considered only minor)

To empower Trust staff to take appropriate immediate action in response to a comment or complaint and, where necessary, to defuse emotion; *(to charge all staff with a sense of ownership and responsibility to respond quickly and effectively to suggestions and complaints)*

To provide the Trust management with information on customer concerns and areas where attention needs to be paid to quality improvement.

To learn from complaints, use them to action initiatives to improve our services to ensure that there is no re-occurrence and to publish information on complaints.

Our Commitment

Complaints will be dealt with in an open, professional and helpful manner.

The Trust will at all times act fairly, promptly and courteously with all complaints and give due and proper consideration to the concerns raised. Staff will make sure they have obtained all the relevant facts and that these facts are correct. In forming a decision they will not let bias or prejudice affect their decision and be open-minded to give full consideration to any new facts or evidence.

The Trust will ensure that there has been no breach of the fundamental rules of natural justice - that is, the right to be heard before a decision is taken affecting one's interest and the absence of bias on the part of the decision maker.

Anonymous Complaints

The Trust is unable to accept or act upon anonymous complaints.

Accountability

The Chief Executive is responsible for ensuring the procedure is implemented regularly reviewed and updated.

Members of the Management Team are responsible for investigating the complaint thoroughly within their specific department and providing a detailed response to the Chief Executive within the timescale outlined.

The Operations Manager is responsible for recording and tracking all compliments and complaints and providing quarterly reports to the Senior Management Team and Board of Directors.

Process

Scope

The following procedure covers all sources of complaints about any service which the Trust provides, with the exception of those from Trust employees.

There are separate procedures for dealing with:

- Safeguarding.
- Grievance or disciplinary offences.
- Making disclosures in the public interest (e.g. Data Protection and Freedom of Information Act requests)
- Appeals against decisions made under the staff Code of Conduct/Misconduct procedures.

Stage 1 – Informal

The first stage in the Complaints Procedure is **informal**. Wherever possible, the Trust will ask that the complainant try to resolve the complaint at the point it arose with the member of staff concerned alternatively, you can discuss your concerns in the first instance with the Chief Executive.

Every effort will be made to secure an immediate resolution of the problem. If this is not possible or practical, the Chief Executive may advise you (depending on the circumstances of the complaint) that the best way forward is to proceed to a formal complaint.

For employees of the Trust, it is anticipated that they should approach, in the first instance, their line manager. Departmental Managers will meet with the Chief Executive. However, if there are reasons why a member of staff wishes not to follow this route, the formal Complaints Procedure should be followed.

Stage 2 – Formal

Complaints, preferably (but not necessarily), in writing, can be directed to the Chief Executive. All correspondence to be forwarded to:

‘The Chief Executive’
Fleetwood Town Community Trust
Highbury Stadium,
Park Ave, Fleetwood.
Lancashire.
FY7 6TX.
Email: steve.curwood@fleewtoodtownfc.com

Complaints should be made within three months of the incident or three months after the end of the course.

The Chief Executive will acknowledge receipt of the complaint, normally within 3 working days. An investigation will be triggered immediately. Normally, the Trust will endeavour to provide a detailed response back to the complainant within 7 working days. In situations where complaints involve lengthy investigations, the complainant will be kept informed of the progress being made and advised of the expected date of response.

Stage 3 – Appeal

If the complainant is not satisfied with the response and wants to pursue the matter further they should write to the Chairman, normally within 28 days, setting out the reasons. The Trust will acknowledge this Appeal within 2 days, action an immediate review, and endeavour to provide a full response, in writing, within 15 working days.

Employee Involvement

Employees of the Trust are the main users of this procedure, and as such are involved throughout.

Equality and Diversity

The Trust will not let bias or prejudice affect their decision, and be open minded to give full consideration to any new facts or evidence.

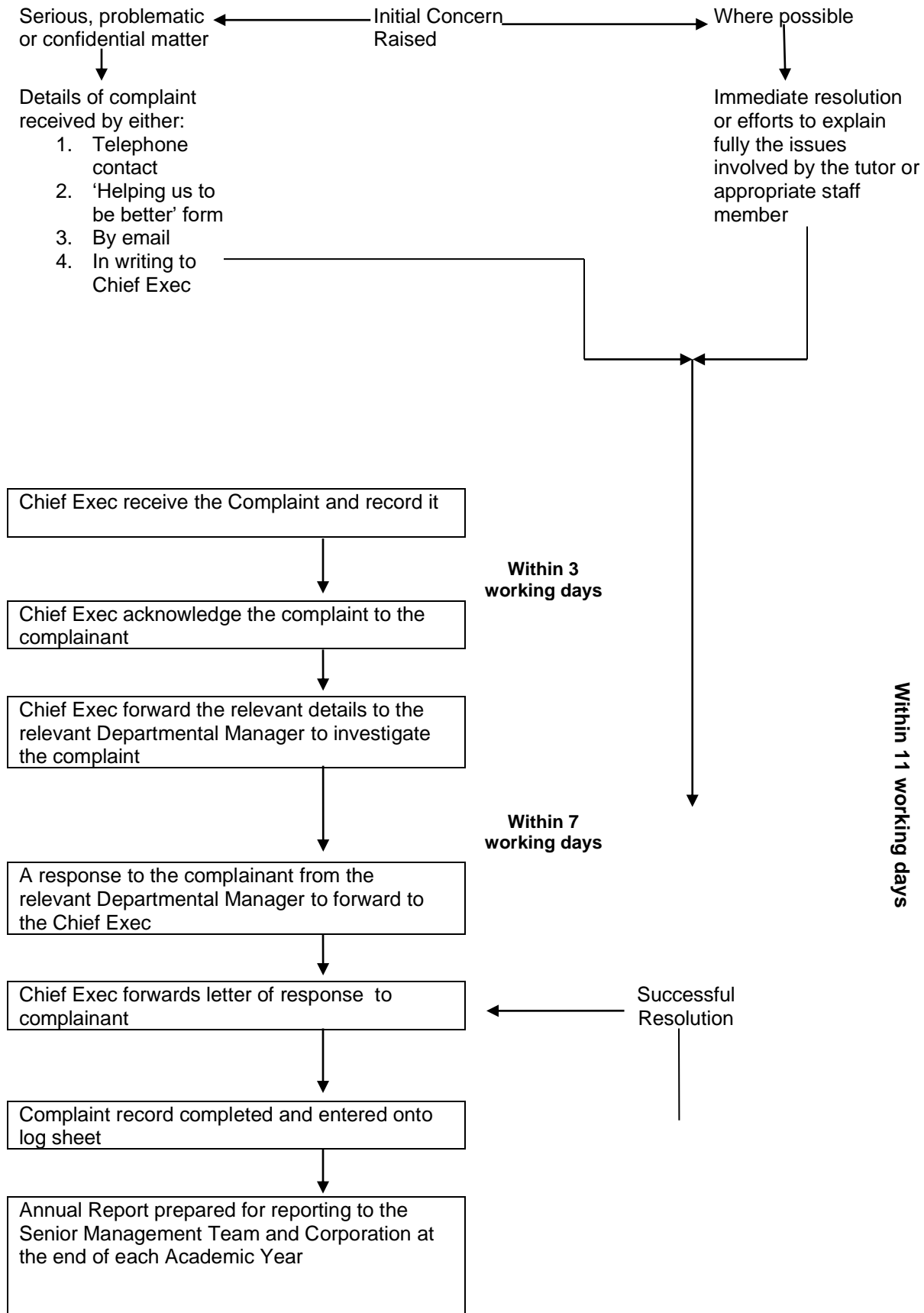
Employees or the general public with disabilities or other individual needs who need additional help to assist them with their compliment or complaint will be provided with independent assistance from the Trust throughout the process.

This procedure, if correctly followed, should ensure that no learners are unable or unclear about how to make a complaint or pass on a compliment.

Sustainable Development

The Trust is committed to sustainable development and works collectively to improve quality of life. This includes consideration of employees well-being which is an important aspect of a sustainable society and contribution to a sustainable community.

PROCEDURE FOR DEALING WITH COMPLAINTS



Signed:

A small, square, light-colored image showing a handwritten signature in blue ink. The signature is cursive and appears to read 'Pete Murphy'.

Name: PETE MURPHY

Role: Chair of Trustees

Dated: **31st May 2018**

Version **1**