



Complaints Policy

Date of Policy: October 2023

Policy Review: Every two years at the AGM or when anything changes

Purpose of policy

The Tod Support aims to provide a high quality and consistent service to all our service users. However, we recognise that there will be occasions when people or organisations are not satisfied with the service we provide.

This policy will:

- set out the principles of our approach to responding to service complaints;
- support the process for responding to service complaints.

Policy aims

The Tod Support aims to address issues quickly and informally, without the need to make a formal complaint. If a customer remains dissatisfied with the actions we take and wishes to complain formally, we will aim to:

- make the complaint process easy and accessible where possible;
- deal with all complaints efficiently and courteously;
- provide a simple procedure and keep the customer updated; and
- provide a clear explanation and response within set time-limits.

Policy statement

The Tod Support is committed to providing a professional, fair and courteous service to the public. A key component of this is to promptly investigate and deal with complaints about its services with the view to resolving and learning from complaints.

Dealing with complaints effectively and efficiently is a core element of the Tod Support's commitment to service excellence and improvement.

At all stages of the complaint process, the Tod Support looks to contact the customer by their preferred method of contact to understand the reasons for the complaint and agree a way forward.

What is covered by the policy

This policy applies to complaints submitted regarding the Tod Support. For the purpose of this policy, we define a service complaint as “an expression of dissatisfaction about the service provided by the Tod Support or about the professional conduct of Tod Support personnel, or both.”

The types of service complaints that we can consider are:

- poor service by the Tod Support;
- behaviour of Tod Support Trustees/ Volunteers/ representative; and
- failure to follow any Tod Support policy or procedure.

What isn't covered by the policy

This policy does not cover complaints about the outcome of a Tod Support decision.

This policy would not normally cover service complaints we receive beyond three months of an issue being identified. This is because waiting longer than that could affect our ability to look into your complaint about our service.

Equality

The Tod Support is committed to treating everyone fairly when dealing with complaints. In line with our obligations under the Equality Act 2010 and the Public Sector Equality Duty, we will not discriminate against or treat anyone less favourably on the grounds of:

- race;
- age;
- nationality;
- ethnicity;
- religious belief or non-belief;
- disability;
- sex;
- gender reassignment
- sexual orientation; or
- marital status.

Principles

You can expect us to treat you with courtesy, respect and fairness at all times. We expect that you will treat our representative with the same courtesy, respect and fairness.

You should clearly state what the issues or concerns are that you would like the Tod Support to address and specify what resolution you are seeking. Where possible, all Tod Support representatives endeavour to resolve complaints to your satisfaction informally at the first point of contact.

We invite anyone who remains dissatisfied with any informal resolution our front-line representative or managers, provide to formalise their complaint in writing. Tod Support representatives can help you by recording details of the complaint on your behalf if necessary.

To provide a fair and impartial complaint handling service, this policy provides an internal escalation route. This is to ensure that the earlier handling of the complaint is looked at “with fresh eyes”. It also determines if the findings and resolution are fair, proportionate and reasonable.

The Tod Support endeavours to respond to complaints using your preferred mode of communication. Where this isn't specified, the Tod Support would usually respond using the same method of communication used to raise the complaint.

Complaint review process

Service review

We will acknowledge a service complaint within 5 working days and in most cases we will aim to respond fully within 21 working days. Where the complaint is complex, unclear and/or multiple issues have been raised, we may ask the complainant to agree the scope of the complaint. Upon receipt of an agreed complaint statement, we will respond to the complaint within 21 calendar days. Complex complaints may take longer to investigate.

If we cannot issue a response within 21 working days, we will provide regular updates and a target date by which we aim to issue the response. Unless there are legitimate reasons to extend the investigation period for complex cases, a response for complex cases should be issued within six weeks.

Escalation of complaint

If the complaint is taken further, (e.g. The complainant is not satisfied with the outcome), it goes to the full board of trustees for review. The complaint review must be dealt with confidentiality within the board of trustees and not discussed outside the board.

Once the full Board of Trustees has reviewed the complaint, response and outcome they will decide if it was the right course of action or what the next should be. This will be done within 21 working days of the complainant saying they are not satisfied with the outcome

Further information

At all levels of complaint-handling, the Tod Support ensures that lessons are learned and any recommendations made are followed up on to minimise the risk of similar complaints.

Appendix 1

Basic Complaints Process

- If you would like to put in a complaint, please do this by contacting the Secretary of the Tod Support (If the complaint relates to the secretary please contact the Chairman.
- Complaint acknowledged within 5 working days and that this will be investigated within 14 working days.
- Complaint is investigated by the chairman with the secretary present, the person the complaint is about has no contact with the Complainant or associates.
- A response is formed based on the complaint and this is circulated to Trust officers (Chairman/vice chair/Treasurer and secretary) for information and a Complaint meeting be held with the Officers – This is for the Officers to discuss the complaint and any sanctions which may or may not be required. Once the response is agreed it is sent to the complainant with details of how the complaint can be escalated if they complainant is not satisfied with the outcome and the time scale they have to do this.
- At the next full trustees meeting the information about the complaint is shared with the trust and the outcome of it.
- If the complaint is taken further, it would come to the full board of trustees for review. At no point does this information go to the Management board. The complaint review must be dealt with confidentiality within the board of trustees and not discussed outside the board.
- Once the full board of trustees has reviewed the complaint, response and outcome they will decided if it was the right course of action or what the next should be. This needs to done within 21 working days of the complainant saying they are not satisfied with the outcome

Process/ Time Frame diagram

Complaint received by Tod Support Secretary



Response of acknowledgement sent within 5 working days



Investigation to take place and outcome sent to Complainant within 21 working days of the acknowledgment being sent



Complainant has 7 working days to contest the outcome



Full Board of Trustees then have 21 working days to review the contested complaint/outcome and then respond to the complainant