



APPLEBY

Emergency Response Group

Complaints Policy

Policy Statement

Appleby Emergency Response Group views concerns and complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has raised the concern or complaint in the first instance.

The aim of this policy is to:

- Provide a fair procedure which is clear and easy to use
- Ensure everyone at the Group knows what the procedures are
- To make sure all concerns and complaints are dealt with fairly, consistently and in a timely manner
- To make sure that concerns and complaints are, wherever possible, resolved and that strong relationships are maintained
- To gather information which helps us to improve what we do

Definition of a Concern or Complaint

A **concern** is when someone is worried, troubled or unhappy about a decision or a situation, or has something that they would like to raise, informally, with us.

A **complaint** is a more formal expression of dissatisfaction or discontent.

They may come from volunteers, customers, partner organisations or individuals from the local community. They can be received verbally (in person or by phone), by email or in writing.

Confidentiality

All information received during a concern or a complaint will be handled sensitively, telling only those people who need to know and following any relevant data protection requirements. Please see our data protection and privacy policies for further details.

Responsibility

Overall responsibility for adherence to this policy and its implementation lies with the Management Committee.

Concerns Procedure

If someone has something, they would like to raise with us informally, this should be done by phone or email. A concern raised in this way is not treated as part of our formal complaints procedure. Accordingly, it will not be formally logged or monitored but we will take whatever appropriate action we deem necessary to try to alleviate the concern(s). If a concern needs to be escalated into a formal complaint, then this will be discussed with the person or organisation that has raised the concern, and will then follow the procedures detailed below.

Complaints Procedure

This relates to a complaint raised about any aspect of our service. You are encouraged to raise this informally, in the first instance, with a member of the Management Committee.

If you are not sure about whom to contact, please ring the Group Co-ordinator on 07467 589238 or email applebyerg@hotmail.com.

If the matter is not resolved informally, complaints should be set out in writing (letter or email) and addressed to the Management Committee using the contact details above.

To help us deal with your complaint appropriately, your letter or email should include:

- What the complaint is about
- Member(s) of organisation or any other people involved
- When the issue you are complaining about occurred and if it is still happening
- Whether you have tried to resolve your complaint informally by speaking to anyone before making a formal complaint
- What you would ideally like to see happen as a result of your complaint
- Any suggestions you may have on how we could improve our methods that would help overcome the problem(s) you have identified

How a complaint will be dealt with

- Your letter or email will be acknowledged by a member of our Management Committee within 14 days
- The person responsible will investigate the complaint. During this process we may contact you for more supporting information or evidence
- We will respond within 28 days of first receiving the complaint. We will inform you of any action taken or recommendations for further action
- All written complaints received, together with a copy of the response to the person or organisation who complained, will be notified to the Management Committee
- Complaints will be recorded and monitored (in accordance with data protection regulations), and information from this will be used by us to improve our systems and processes

Review:

Signature of Chairman:



Date this policy adopted by the Management Committee:

28/5/2020

This policy will be reviewed annually at the Annual General Meeting (AGM).