

COMPLAINTS POLICY

Complaints should be viewed as a valuable response to the service OCA Y offers. They can provide a measure of quality assurance and can help to improve the service. All complaints, whether verbal or written, are considered important – they should be taken seriously and responded to promptly.

OCA Ys complaints procedure is for use by anyone who is a current, prospective or former partner of the service or has contact in any way with the service. There are two ways for complaints to be made – informally and formally.

1: Informal

- In the first instance issues should be taken up directly with the advocate or staff member concerned.
- In some cases, dissatisfaction can be resolved at the time by the person receiving the complaint.
- The Charity Manager should be kept informed of the issues and the action taken, and a record kept. This must be filed in the Complaints File held in the OCA Y office.
- If a complaint cannot be resolved at the time, the complainant should be advised to take the matter up with the Charity Manager.
- A record should be kept of the issues and the action taken. This must be filed in the Complaints File held in the OCA Y office.
- If the complainant is not satisfied with the response from the Charity Manager and/or if the complaint is about the Charity Manager, the complainant should be advised to make the complaint formally in writing using the procedure below.

2: Formal

- If the complainant wishes to make a formal complaint then the complaint should be made in writing and sent marked 'confidential' to the Charity Manager, unless the complaint concerns the Charity Manager in which case it should be sent to the Chair of OCA Y. (Please see below)
- Formal complaints will be responded to with a letter of acknowledgement within three working days.

Date this policy came into effect: November 2018

Date of Last Review: January 2021

Next Review Date: January 2023

Name or position of person responsible for this policy: Charity Manager/Management Committee

- An offer of an appointment to discuss the issue with the Charity Manager will be made, inviting the complainant to bring a friend or other representative with them to the meeting should they so wish.
- A full investigation of the complaint will be made by the Charity Manager, and a response made in writing as soon as possible and not later than four weeks from the time the complaint was made.
- Should the investigation of the complaint be of a nature which requires a longer period, a holding letter will be sent to the complainant explaining the reasons why.
- If the complainant is dissatisfied with the response from the Charity Manager, they may take the complaint to the Chair of OCAY who will follow the same procedures as outlined above.
- In the absence of the Charity Manager all complaints will be passed to the Chair of OCAY.

3: Complaint Relating to the Charity Manager:

If the complaint concerns the Charity Manager, then a full investigation of the complaint will be made by the Chair of OCAY and a response made in writing as soon as possible and not later than four weeks from the time the complaint was made.

3.1: General

- All complaints are in confidence between the complainants and OCAY.
- This procedure must be referred to in OCAY publicity and directly to people using or wanting to use the services provided by OCAY.
- Complainants have the right at all stages to help and support that they need to progress their complaint. OCAY will actively encourage this at all stages of the complaints process and help if appropriate or advise the complainant of their right to independent support.

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