

Complaints Policy

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| **Date** | **Version** | **Reason for Change** | **Author** | **Approver** |
| Feb-19 | 2.4 | Review and update | Mairéad Comerford | Gary Moore |
| July-2021 | 2.5 | Review – no process amendments | Mairéad Comerford | Gary Moore |
| July-2023 | 2.6 | Review – job titles updated | Mairéad Comerford | Gary Moore |
| Dec-2023 | 2.7 | Amend Email footer to reflect change of Helpline telephone number | Mairéad Comerford | Gary Moore |

While a document is under development, Word’s tracking features are used. Once a document is deemed ready to be up issued, then the tracked changes should be accepted by the Author and the document approved.

**Review policy**

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| This policy will be amended/reviewed at least every 2 years | Next review date: Dec 2025  (Last approved date + review frequency) |

**Standardised naming of files**

The file containing this document should be after the title and version number. For example, this would be:

“Example AbilityNet Policy Oct-19 V1.3.doc”

Authors: please note that the coversheet and main document footers are separate: both need to be updated on up-issue.

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**COMPLAINTS POLICY**

# Purpose

The purpose of this complaints policy is to enable AbilityNet’s clients, customers, and volunteers to raise any concerns they may have about practices, services, or treatment from AbilityNet. Its aim is to produce a speedy resolution where genuine issues exist. It is designed to help all of our clients, customers, and volunteers to understand what steps they may take when they feel they have a genuine complaint.

This policy outlines the Charity’s commitment to deal objectively and constructively with all complaints in a timely and fair manner.

AbilityNet’s preferred method for complaint resolution is informally, through communication in an open and supportive way.

This policy is designed to deal with those issues that need to be handled on a more formal basis so that every route to a satisfactory solution can be explored.

This policy covers all categories of AbilityNet Client, Customers and Volunteers.[[1]](#footnote-2)

# Policy Process

This policy outlines the appropriate steps to be followed when making a formal complaint.

## Stage 1

* In the event that you have a formal complaint relating to service/treatment received, in the first instance put your complaint in writing by completing AbilityNet’s Complaint Form and address it to The Head of the Department relevant to the complaint, for e.g., Volunteering Services Manager.[[2]](#footnote-3)
* In order to resolve the matter, the complaint should be made within 2 weeks of the actions that prompted the complaint.
* Your complaint will be acknowledged in writing within 3 working days of us receiving the written complaint.
* The owner of the complaint shall investigate and respond in writing within 10 working days of the decision and outcome of your complaint.

## Stage 2

* In the event that you are not happy with the decision/outcome, you may further raise your complaint in writing to AbilityNet’s HR Director (HRD) / Chief Executive Officer (CEO) – within 2 weeks of the above response being received.
* On receipt of your complaint the HRD / CEO will investigate further and may contact you for further information if required.
* You will be informed in writing of the Charity’s decision/outcome within 10 working days of them receiving the complaint.
* The HRD / CEO decision at this stage shall be final stage of our complaints policy.

# Complaint Form

Please use this form to tell us about your complaint.

**Your Details:**

| Title: |
| --- |
| Surname: |
| First name/s: |
| Address (for writing to you): |
| Daytime phone: |
| Home number: |
| Mobile: |
| Email: |

**Describe the nature of your complaint** *(please continue on separate sheet if required):*

|  |
| --- |

**Date of Incident:**

|  |
| --- |

**Any additional comments** *(please continue on separate sheet if required):*

|  |
| --- |

|  |  |
| --- | --- |
| Your signature: |  |
| Date: |  |

**AbilityNet office use:**

| Received by: |  |
| --- | --- |
| Date: |  |

Once you have completed this form email or post to the relevant Departmental Line Manager. If you are unsure of the contact, please ring our Helpline number: 0300 180 0028 for further information.

AbilityNet HR can be contacted on via email: [hr@abilitynet.org.uk](mailto:hr@abilitynet.org.uk) or by phone:

0118 228 0374 / 0379.

1. AbilityNet employees – Permanent, Temporary, Full /Part Time (and Subcontractors) are covered by the AbilityNet Grievance Policy [↑](#footnote-ref-2)
2. In the instance where your complaint is against the Head of Department, you should address your complaint to AbilityNet’s HRD [↑](#footnote-ref-3)