

Complaints Policy



Signed *Randall Cole* Name...Randall Cole...(Chairperson)...
(on behalf of the Management Committee)

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To be reviewed January 2020

COMPLAINTS POLICY AND PROCEDURES

Attention Deficit Disorders Uniting Parents (Add+up) was set up to bring families together, to guide parents in the right direction to find the practical help they need for their children and to promote both public and professional awareness of ADHD.

Add+up aims to provide a high standard of service acceptable to all our users.

If we fail to do this we want to know about it. This will enable us to identify development needs, deal with the specific problems, but also to prevent it happening again.

To achieve this, it is the policy of Add+up:

- To make it easy for service users to contact us, by telephone, in writing, by email or in person
- To help someone make a complaint
- That all complaints, no matter how they are received, should be treated with equal importance
- To respond quickly to all complaints within the time scales indicated in this document
- To show genuine regret that someone has felt it necessary to complain and, in response to be courteous, honest and open
- To monitor complaints and to learn from things that have gone wrong

This document sets out the procedures we will follow if we receive a complaint from users of the service, an organisation, or members of the public. It does not address complaints made by staff or volunteers. These are dealt with through the Grievance Policy.

The procedure is meant to provide a means to resolve a dispute between Add+up and any complainant. It requires staff and management at every stage to resolve the complaint. Complaints are likely to be in one or more of the following areas:

- Dissatisfaction with our service
- Disputes between Add+up and users regarding activities or procedures
- Discourtesy or unhelpfulness on the part of the staff

The Procedure

When someone wishes to register a complaint, the following procedure should be adopted. Where the complaint is against the Development Manager, the same procedure will be followed, but with the Chair of the Committee substituting for the Development Manager's role at all stages.

Preliminary stage

The complaint should be received at the Add+up office, either in writing or by a request to make a verbal complaint.

Stage 1

The complainant should be invited to speak to the Manager of the area of complaint to discuss the complaint with them. This can be done by telephone or in person. A record of the conversation should be kept. The member of staff dealing with the complaint will endeavour to resolve the matter.

Where the complainant remains dissatisfied or where it is not possible to use stage 1 above (for example if it not convenient for them to phone) then refer to stage 2 below.

Time limit:

A response to stage 1 should be sent within 14 working days of receiving the complaint.

Stage 2

The complainant will be asked to put his/her complaint in writing to the Development Manager, marked Private and Confidential, providing as much details of the complaint as possible. Assistance in putting the complaint in writing will be available on request.

The Development Manager will then investigate the complaint and try to resolve it. The Development Manager may delegate any aspect of the complaint to a nominee

If the complaint involves a member of staff, the Development Manager should offer the opportunity for the member of staff to put forward their account, either by written statement or by verbal presentation.

Time Limit:

The Development Manager will ensure that all complaints receive a response in writing within 14 working days of the letter/complaint notes being received. This letter will summarise what investigations have been carried out and what action, if any, is proposed

Stage 3

Where the matter is not resolved at stage 2, the Development Manager should immediately refer the complaint to the Management Committee, sending copies of all written correspondence. The Management Committee will comprise of the Chairperson and two other members of that Management Committee. The Chairperson will convene the meeting.

The complainant will be informed immediately by the Chairperson that this is being done and that they will also be contacting any individual against whom a complaint may have been made.

The Management Committee will review the decision at Stage 2 and may seek further clarification from any of the parties involved.

Time limit:

The Chairperson will notify the complainant of its reasons and decision within 20 working days of having received notice of the complaint, the decision will be final. The Chairpersons is responsible for ensuring records of the meeting are kept.

Recording and Monitoring Complaints

All complaints must be reported to the Development Manager, even when resolved. The Development Manager will record and keep on file all complaints, including those which were resolved without being put in writing. All complaints shall be treated with regard to the Confidentiality Policy of Add+up and will be brought to Committee Meetings.

Complaints will be held on file for 6 years

Publicising the Procedure

The Development Manager is responsible for ensuring that information is available to clearly explain the procedure for making the complaint and ensure that the process is followed.