



Comments, Complaints and Feedback Policy

1. General Statement of Intent

1.1 Survive aims to always provide the best possible service to our clients and callers to our Helpline.

1.2 Where a client or caller to our Helpline makes Survive aware that they are not satisfied with the service they have received, Survive will listen to their concerns, take action and where possible, make improvements to avoid a recurrence of the situation. If necessary, they will conduct an investigation into the complaint.

1.3 Survive staff and volunteers will solicit comments and feedback from clients and callers to the Helpline to help us monitor the quality and performance of the services we deliver and where necessary, make improvements.

1.4 Survive strives to make the process of offering comments or feedback or making a complaint as easy and accessible as possible.

2. Informal Complaint

2.1 Complaints can often be resolved in a straightforward way via a telephone conversation or an exchange of emails. We would ask, in the first instance, that you would consider speaking to the Chief Executive Officer (CEO) using the following contact details:

Chief Executive Officer, 25 Micklegate, York, YO1 6JH

Tel: 01904 638813 Email: survive@survive-northyorks.org.uk

2.2 After talking to the CEO, if you are still not satisfied, you may wish to formalise your complaint in writing. You can do this by using the complaints procedure, which is outlined below.

2.3 If the complaint relates to the CEO, in the first instance, you can request a telephone conversation with the Chair of Trustees or email them via chair@survive-northyorks.org.uk.

3. Formal Complaint

3.1 This should be formalised in writing as soon as possible after the event and sent to the CEO of Survive (or Chair of Trustees) either by post or email using the contact details above.

3.2 Date your correspondence and include details of any relevant conversations you may have had with staff or volunteers. If you have not felt able to talk to anyone, please let us know why.

3.3 Explain the nature of your complaint in as much detail as you can. Please include the names of staff or volunteers and let us know times, dates and places to which your complaint relates. Be as detailed as possible and include copies of any documents you have which may support your complaint.

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3.4 If you are complaining about an individual, that person will be given a copy of your complaint but they will not be given your contact details.

3.5 Include the name(s) and contact details of anyone else who could provide useful information when we investigate your complaint.

3.6 Ensure we have your name and contact details so that we can respond to your complaint.

3.7 You are free to ask another person to write your complaint letter on your behalf. This can be the CEO, who will write up the complaint, as you have told it to them, read it back to you and give you a copy for your own records.

4. Acknowledging your Formal Complaint

4.1 You will receive a formal acknowledgement that we have received your complaint within **5 working days** of our receipt of it.

5. Investigating your Formal Complaint

5.1 The CEO (of Chair of Trustees) will be responsible for handling your complaint and will ensure that there is a full investigation.

5.2 The CEO may contact you or ask to see you in order to discuss your complaint. If you have a face-to-face meeting with the CEO, you are entitled to bring someone with you who is not connected to the complaint (e.g. friend, relative, partner).

5.3 If your complaint is about the CEO, it will be dealt with by the Chair of Trustees.

5.4 You can withdraw your complaint at any time by writing to the person investigating your complaint.

6. Outcome of your Formal Complaint

6.1 The CEO (or Chair of Trustees) will write to you within **8 weeks** of your complaint telling you the result of the investigation. They will tell you whether your complaint has been upheld or not and whether any action has been taken.

6.2 The letter will also advise you how to appeal if you are not satisfied with the outcome of the investigation and will include the name and contact details of the Appeal Manager who will oversee your appeal.

6.3 The Appeal Manager will be a nominated trustee.

7. Appeal Procedure

7.1 You should write to the Appeal Manager and request an appeal, stating why you do not agree with the outcome of your complaint.

7.2. You must write to the Appeal Manager within **4 weeks** of receiving the result of the investigation into your complaint. Your letter must include your contact details so that the Appeal Manager can contact you direct.

7.3 The Appeal Manager will confirm that they have received your request for an appeal within **5 working days** of our receipt of it.

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7.4 The Appeal Manager will look at the original investigation to make sure that it was handled appropriately. They may get in touch with you to ask further questions about your complaint and they may bring in an independent person who may also get in touch with you. If you do this face-to-face, you can bring someone with you who is not connected to the complaint.

7.5 The Appeal Manager will then consider whether the findings and recommendations of the investigation into your original complaint were reasonable.

7.6 You will get a letter **within 8 weeks** of your appeal telling you the result.

7.7 If the Appeal Manager does not uphold your appeal, you may request that an Appeal Panel be convened. If the appeal is found to be justified, the Appeal Panel will agree any necessary further action with the complainant. The decision of the Appeal Panel is final and no further appeal is possible.

8. Access and review

8.1 A Comments, Complaints and Feedback message facility will be available on Survive's website as well as a copy of the policy.

8.2 All staff and volunteers will have access to a hard copy of the policy in the Survive office as well as a soft copy online.

8.3 The Board of Trustees will review the policy every 2 years.

8.4 Staff and volunteers will be informed of any updates via team meetings.

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