

# THE ASSOCIATION OF TEESDALE DAY CLUBS

## Policy Document

### Number 10 Issue 01

## Complaints

### Introduction

The Management Committee of the Association of Teesdale Day Clubs (in future referred to as The Association) understand, that however well their organisation is run, it may occasionally attract complaints. These can be from members, relatives of members, trustees, suppliers, contractors or members of the public and can concern any part of the activities of The Association. It is important that all complaints are addressed objectively and resolved where possible to the satisfaction of all concerned.

### Policy

It is the policy of the Association to record and investigate any complaints made against the organisation or any persons associated with it, and to take swift and appropriate action(s) as required to address any issues raised and resolve the complaint.

### Principles

- All complaints will be taken seriously and handled with care and sensitivity.
- Wherever possible and where appropriate, complaints will be used to improve the operations and services provided by The Association.
- The primary objective of the complaint investigation is to ensure that all parties concerned are satisfied with the outcomes.
- The outcomes of any complaint investigation will always be fed back to the originator.
- In the event that the originator is not satisfied with the result of the investigation or the manner in which it was performed they may ask for further action to be taken.
- Where a complaint involves a member of staff or a trustee, the investigation will be performed independently, fairly and without prejudice.
- Serious complaints or those involving possible abuse may be referred to external authorities such as the Social Services or the police. (Refer to policy on Protection of Vulnerable Adults from Abuse – Policy 07)
- Staff, volunteers and members will be encouraged to identify report and where possible rectify any situations that could lead to a complaint being made.
- This policy and associated documentation will be reviewed on a regular basis and changes made as necessary.

**NOTE:** This policy does not include complaints made by staff concerning the terms and conditions of their employment. These are handled separately through the Association's staff grievance policy and procedure. This is available as part of the employment contract and can be provided by the General Manager on request

**Approved by the Board of Trustees and signed on their behalf by the Chairperson:**

**Date;**