

# THE ASSOCIATION OF TEESDALE DAY CLUBS

## Guideline Document Number G10-1 Issue 01

### **Handling & Resolving Complaints**

#### **Introduction**

All complaints involving the Association of Teesdale Day Clubs (in future referred to as The Association) including the individual day clubs, staff, trustees, volunteers, members and/or associates must be addressed promptly and to the satisfaction of all parties. Flow charts defining a process for handling complaints are attached.

All complaints should be documented on complaint recording form. (F10)

Although the majority of complaints are likely to be trivial in nature, they should always be taken seriously. In most situations where a complaint can be resolved locally then this represents the best solution. However, where a complaint cannot be settled satisfactorily at this level then it must be referred to either the General Manager or to the Chair of the trustees as appropriate. If the complaint cannot be resolved at this level it must be passed to the Complaints Committee for further consideration. It should always be remembered that the primary objective of any complaint investigation is to ensure that all parties concerned are satisfied with the outcomes.

Any complaint which may imply misconduct by The Association or anyone working on its behalf must be notified immediately to the General Manager and the chair of the Trustees. They will decide whether to deal with the complaint themselves or refer it to the Complaints Committee.

#### **General**

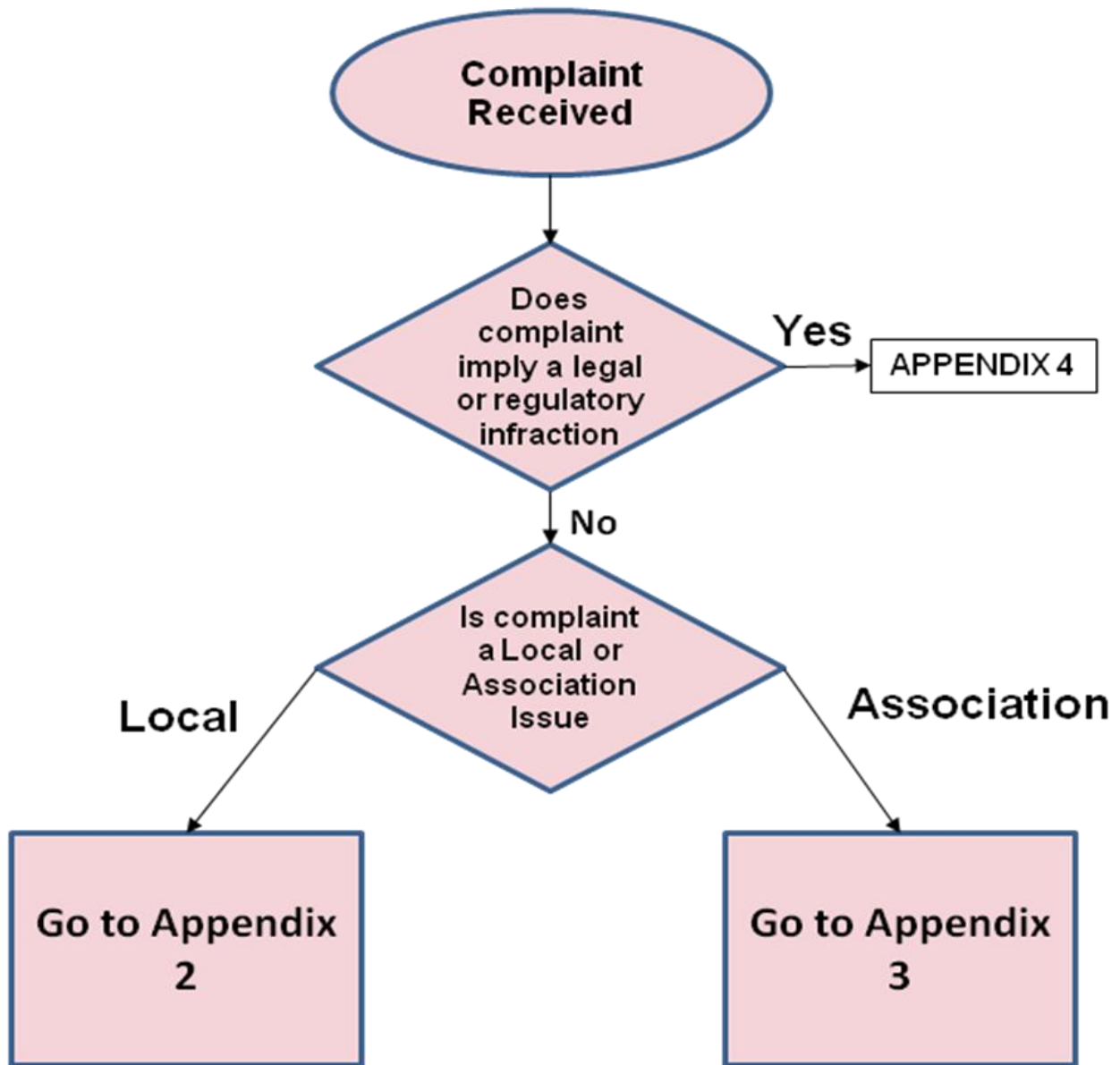
- 1) An independently constituted Complaints Committee will be appointed comprised of at least two trustees and at least one external independent member (e.g. a volunteer).
- 2) Complaints should be reviewed regularly by the management committee to determine whether there are any learning points which could be used to improve the operations of The Association and prevent further complaints.
- 3) The outcomes of any complaint investigation must 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. This may require the involvement of external authorities to act as arbitrators.
- 4) Where a complaint involves a member of staff or a trustee, the investigation must be performed by an independent reviewer agreed in advance with the originator of the complaint.
- 5) 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 elder abuse)

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

**Date;**

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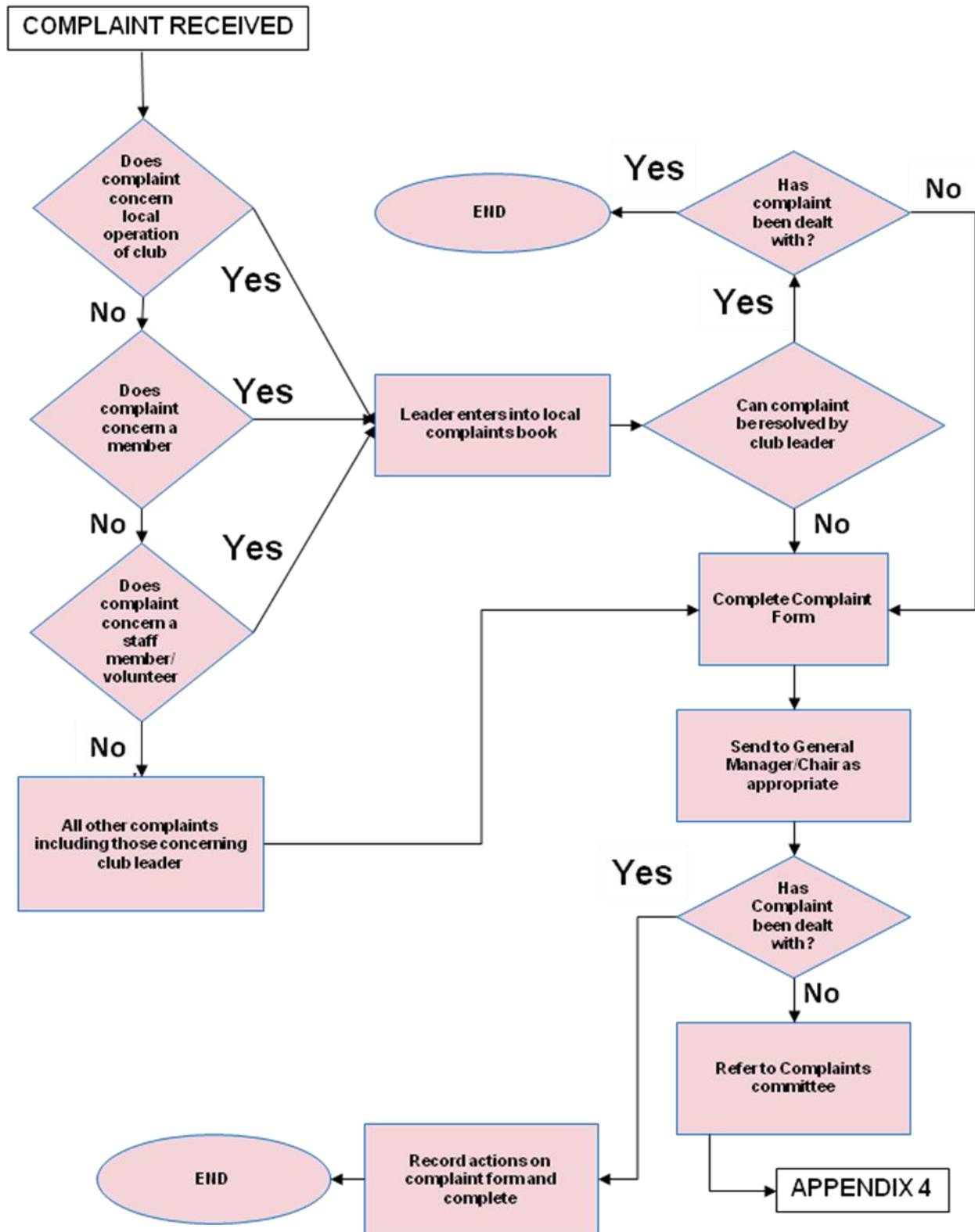
**Appendix 1**  
**Complaints Process Flowchart & Decision Tree**



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### APPENDIX 2: Complaints Concerning Operations at Club Venues



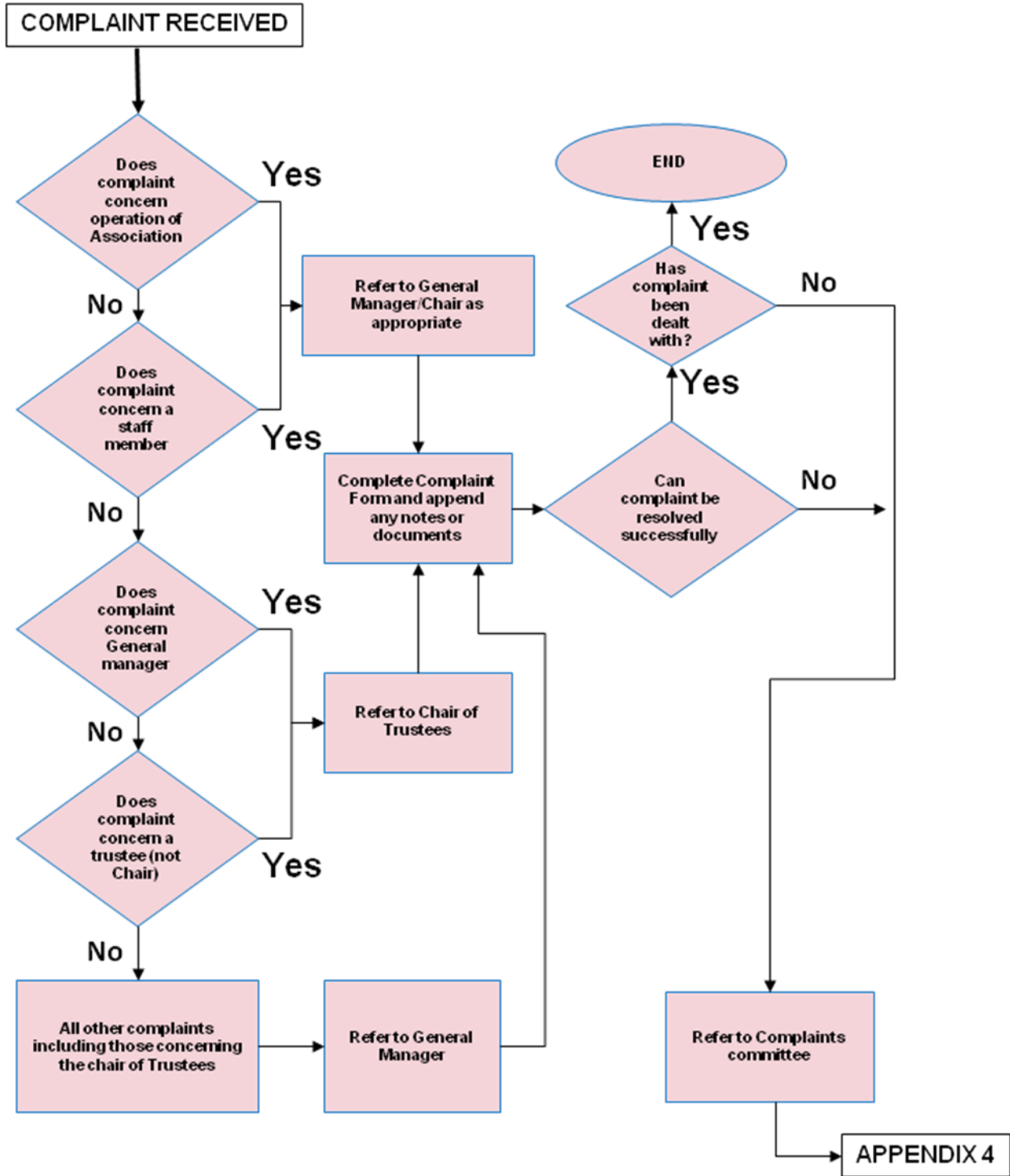
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**APPENDIX 3:**

**Complaints Concerning the Operation of the Association**



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**APPENDIX 4:**  
**Complaints Referred to Complaints Committee**

