



Headway North Cumbria

www.headwaynorthcumbria.org.uk

the brain injury association

HEADWAY NORTH CUMBRIA COMMENTS, COMPLIMENTS AND COMPLAINTS PROCEDURE

INTRODUCTION

1. Headway North Cumbria aims to provide services and support to meet the needs and expectations of Headway members, their family and carers in a professional and respectful manner.
2. To make sure that we are doing our job well, we would like to hear from you about these services. We would value your feedback and suggestions about Headway North Cumbria. It is through your experience and the feedback you provide to us that we can address any issues that may have given you cause for dissatisfaction.

AIM OF THE PROCEDURE

3. The aim of this procedure is to explain how comments, compliments and complaints should be submitted to Headway North Cumbria, and how they will be dealt with.

COMMENTS, COMPLIMENTS AND COMPLAINTS PROCEDURE

4. At Headway North Cumbria we want to ensure that we:
 - a. make commenting on our service as easy as possible.
 - b. treat your comments seriously and in confidence.
 - c. respond to your complaint promptly and professionally.
 - d. issue a clear written response to every formal complaint.
 - e. offer information, explanations or an apology as appropriate.



- f. learn from comments or complaints and use feedback to improve our services.

CONCERNS AND COMPLAINTS

5. Anyone who has a concern or complaint relating to a Headway North Cumbria service should make this known to the lead volunteer and/or a committee member. This can be face to face, through the helpline, or by completing a 'Comments, Compliments and Complaints Form'.

6. Headway North Cumbria committee and volunteers will try to resolve your concerns straight away, however, if you are not satisfied with this or further investigation is required, matters will be forwarded to the Network Support Manager and/or Headway National.

7. The following principles will apply to the investigation of complaints:

- a. All complaints will be taken seriously at the outset, regardless of the circumstances. This is particularly the case in respect of complaints about inappropriate behaviour towards a member. However, it is important that our volunteers are protected from malicious complaints and any such allegations must therefore be carefully investigated

- b. The purpose of the procedure is to resolve the matter to the satisfaction of the person making the complaint. The person investigating should therefore make every effort to determine what the complainant wants to happen

- c. The person investigating the complaint may use any method to resolve the issue that seems appropriate. However, if they are uncertain about the appropriateness of their actions they should seek advice from the Chair of the Management Committee

- d. If a meeting is arranged between the aggrieved person and the volunteer concerned, it should be facilitated with a view to coming to some agreement. Both parties should be provided with any documentation prior to the meeting and they may be accompanied by a friend or, fellow volunteer. Each party should be given the opportunity to give an uninterrupted account of what happened and the facilitator should then explore how the matter can be resolved



- e. If the aggrieved person considers the grievance procedure to be inappropriate or they may make representations direct to the Chair of the Management Committee.
- f. All parties involved in the investigative process must be alert to the possible need to report the matter to the Police if it appears that a criminal offence may have been committed. If the allegation relates to a possibly serious criminal offence, advice must be sought immediately from the Chair of the Management Committee

COMPLIMENTS

8. We welcome comments relating to aspects of our service that you think we do particularly well. Please complete a 'Comment, Compliments and Complaints Form' and hand this to a volunteer or committee member. We may ask for your permission to publish your positive comments in our literature, on our website, or on Twitter.