

COMPLAINTS POLICY & PROCEDURE

At Teddington & Hampton Wick Voluntary Care (THWVCG) we try to give the very best service. Occasionally things can go wrong. We aim for most complaints to be dealt with informally to the satisfaction of the complainant. However, if this is not possible the following procedure is how a complaint will be investigated.

1. WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction about a service provided by THWVCG, a member of staff, volunteer, or sessional worker.

2. HOW DOES THWVCG'S COMPLAINT POLICY WORK?

Stage 1

A complaint can be made in a variety of ways as shown in Section 5 below.

All complaints will be acknowledged in writing by the Chair Person within five working days.

On receipt of a complaint the Chair Person will contact the complainant to clarify the issues raised where necessary and make an appointment to meet them if required. Details of all contact and discussions with the complainant will be fully recorded.

The complainant will be given a copy of THWVCG's Complaints Procedure and advised of what will happen next and in what time scales.

THWVCG will write to the complainant within twenty-five days with a full reply, or if a more detailed investigation is needed a progress report will be sent to you.

For a complaint against the Chair Person, please see Section 3 below for the procedure.

For a complaint against a trustee, please see Section 4 below for the procedure.

Stage 2

If the complainant is unhappy with the action taken, appeal can be made to the Board of Trustees. Such appeal should be made in writing and within 14 days of the receipt of the Chair Persons full reply.

The Chair of the Board of Trustees will examine the appeal thoroughly and review the actions taken to date.

The Board of Trustees will reply in writing explaining either what further action is being taken or that no further action is appropriate. A reply will be received within twenty-five days from the date of the referral of the appeal to the Board of Trustees or if this is not possible, an estimate of how long it will take to complete the review will be sent.



3. COMPLAINTS AGAINST THE CHAIRPERSON

If a complaint is against the Chairperson, the procedure below can be followed:

1. Complaint can be made via the methods in section 5 below, however addressed in communication as 'Confidential – to the Secretary of the Board of Trustees'
2. The Secretary of the Board of Trustees will acknowledge complaint within 5 working days.
3. A full reply will be made available within 25 days of complaint being received, or if a more detailed investigation is needed a progress report will be sent.

4. COMPLAINTS AGAINST A TRUSTEE

If a complaint is against a Trustee, the procedure below can be followed:

1. Complaint can be made via the methods in section 5 below, however addressed in communication as 'Confidential – to the Chair of the Board of Trustees'
2. The Chair of the Board of Trustees will acknowledge complaint within 5 working days.
3. A full reply will be made available within 25 days or your complaint, or if a more detailed investigation is needed a progress report will be sent.

If a complaint is against the Chair of the Board of Trustees, the same process should be followed except communication should be to the 'Secretary of the Board of Trustees'.

5. HOW CAN A COMPLAINT BE MADE

You can make a complaint in the following ways:

In writing

Teddington & Hampton Wick Voluntary Care Group
C/O The Methodist Church, 1 Stanley Road, Teddington TW11 8TP

By email

tedd_hwvcg@btinternet.com

6. TIME LIMIT ON COMPLAINTS

THWVCG will look to investigate any complaints received. Complaints should be made as soon as possible however, and THWVCG may not be able to investigate complaints that are not made within 6 months on the incident.