



## COMPLAINTS & COMPLIMENTS POLICY

### 1 AIMS

- 1.1 Imago aims to provide high quality services that meet your needs. We hope we achieve this most of the time.

### 2 PURPOSE

- 2.1 In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.
- 2.2 We want to know if you are happy with the services we provide so we can share this with our staff, and continue to improve.
- 2.3 This policy applies to anyone accessing our services, volunteers, members of the public and other agencies. Imago staff are directed to the Grievance Policy.

### 2 FIRST STEPS

- 2.1 If you are unhappy about any Imago service, please speak to the relevant staff member, manager or Head of Service. If you are not sure who to speak to, please contact the Imago Head Office on 01892 530330.
- 2.2 If you are unhappy with an individual at Imago, it may be best to tell them directly to resolve the matter. If you feel this is difficult or inappropriate, then please speak to the staff member's manager or Head of Service. If you are not sure who to speak to, please contact the Imago Head Office on 01892 530330.
- 2.3 We will often be able to give you a response straight away and work with you to resolve the matter informally. When the matter is more complicated, we will acknowledge your concern immediately, and give you at least an initial response within five working days.

### 3 MAKING A WRITTEN COMPLAINT

- 3.1 If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chief Executive. (If your complaint is about the Chief Executive, please write to the Chair of the Board of Trustees.)
- 3.2 All written complaints will be logged. You will receive a written acknowledgement within three working days.
- 3.3 The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered. We will then keep you informed about progress every 15 working days.

3.4 If after we have responded you are not satisfied, please write to the Chair of the Board of Trustees who will report the matter to the next Trustees' Meeting, which will decide any further steps to resolve the situation.

3.5 **If you remain dissatisfied.**

If you are someone who uses our services and you remain dissatisfied after Imago has investigated your complaint, you may ask for your complaint to be reviewed by an external agency. The Local Government Ombudsman can advise you about who to contact. If you receive a service from our Adult or Children's teams, you can contact the Local Authority directly.

#### 4 **QUALITY PROCESS**

4.1 All complaints will be reported to the Quality Manager and recorded.

4.2 The Quality Manager will identify whether the complaint has arisen as the result of a lapse or failing in Imago's existing practice and procedures. If this is deemed the case, action will be taken to ensure that the problem does not occur again.

4.3 All measures introduced will be reviewed on a six monthly basis by the Quality Manager.

#### 5 **COMPLIMENTS**

5.1 Imago appreciates all feedback about services and individual staff members, both formal and informal. Please let us know if you are happy with the service you receive; you can do this via email/phone/letter/social media or in person. Where appropriate this is shared with individuals, teams, managers and trustees.

**For Office Use Only:**

Date Drafted: 3<sup>rd</sup> August 2004

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Latest Review Date : 20<sup>th</sup> October 2019

Date Revisions Adopted by Trustees: 6<sup>th</sup> December 2019

Next Review Date: 1<sup>st</sup> January 2023 or upon changes in legislation, whichever is sooner

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