

# Play Midlothian

## COMPLAINTS AND COMPLIMENTS POLICY

### Introduction

Play Midlothian is committed to providing the best possible service for all its service users. We value all feedback, whether positive or negative.

### Compliments

All compliments will be acknowledged, and will be passed to both staff involved and their line manager. A copy of the compliment will be kept on the employee's personnel file.

### Complaints

It is important that we receive feedback from service users in order to continue to develop and improve services. This policy and procedure is intended to ensure that complaints are treated fairly.

Please note that this policy is for external complaints. It is not for internal complaints, for example against another member of staff. Please use Play Midlothian's grievance procedure for this purpose.

### Responsibility

It is the responsibility of all employees and volunteers to ensure compliance with this policy and procedure. If you are in direct receipt of a complaint you must pass this to the relevant person as outlined below. Compliments should be passed to the Development Manager who will ensure the relevant person is informed and records kept.

### Principles

- Complaints will be taken seriously.
- People making complaints have the right to be treated equally and not suffer discrimination.
- People making a complaint are entitled to seek external assistance to advocate on their behalf.
- Anonymous complaints will not be investigated. However, any complainant can request confidentiality and names will therefore not be disclosed in investigating complaints.
- Abusive or offensive comments are not defined as complaints and will not be accepted as complaints
- Complaints will be viewed with an open mind and will be investigated without prejudice.
- We will endeavour to respond to complaints quickly and thoroughly, and where appropriate make changes in our practice.

### Procedure

- The complaint should be made in writing (which could be by email or post) to the Development Manager.
- If your complaint is in relation to the Development Manager, please submit your complaint to the Chairperson of the Management Committee c/o the Play Midlothian office and mark the letter as 'Private and confidential'.
- The written submission should provide information about the nature of the complaint, and also the positive outcome you would wish to be achieved by bringing the complaint. This does not create an obligation on Play Midlothian to resolve the outcome in this way.
- Your complaint will be acknowledged in writing (which could be by email or post) within five working days.

- Your complaint will be dealt with by the Development Manager, or if about the Development Manager by the Chairperson, or if about the Chairperson by the Vice-Chairperson.
- The relevant person will write to you to inform you of the result of investigation within 21 working days.
- If you are dissatisfied with the results, you will have the right to put your case directly to the Management Committee in writing – this can be sent c/o of the Play Midlothian office marked 'Private and confidential'.
- If a complaint is made against a member of Play Midlothian staff or the Management Committee, they will have the right to present their case to their line manager or to the Chairperson of the Board (as relevant).
- If a complaint results in disciplinary action being taken against a member of staff, this will follow the disciplinary procedure.

### **Record keeping**

- Complaints and compliments will be kept on file for two years.
- The Development Manager is responsible for ensuring this file is kept up to date.