**Complaints Policy**

**1.0 Introduction**

**1.1** Positive East aims to provide a consistently high quality of service to all its clients. However, we are aware that there may be times when the service falls short of the standards we set ourselves.

**1.2** If you experience any problems at all with our service, we hope that you will not hesitate to let us know. Only when we know that there is a problem can we do something about putting it right. We are also keen to hear any comments you may have about the service which could help us to make improvements. Whatever you have to tell us, we will respond courteously, and we will address the concerns you raise as swiftly and effectively as we can.

**2.0 Informal Stage**

**2.1** **Complaint Process Stage 1 – Informal Stage**

If you wish to make a complaint, your first step should be to contact the Manager of the service. An up to date list of the services and team managers are detailed within the Appendix 1 of this document. If you do not know the most appropriate person to speak to then ask reception to put you in touch with a manager and they will link you to the right person to raise the issue.

**2.2** The Manager will discuss the details of your complaint with you. We would hope that the matter can be settled to your satisfaction in the course of this conversation. If, after this, you continue to feel that your concerns have not been satisfied, you have the option of asking for the issue to be dealt with more formally.

**2.3** A complaint about a specific incident will only be considered if made within 8 weeks of the incident occurring.

**3.0 Formal Stages**

**3.1 Complaint Stage 2**

**3.1.1** To make a formal complaint you can write a letter or an email to the Director of the Charity. You could also ring the Charity and the Director will arrange for your complaint to be noted and logged.

**3.1.2** The Director will allocate the complaint to a Manager to investigate and determine the outcome.

**3.1.3** The investigation may involve meeting with you to talk through your concerns. You would be free to bring someone to support you at the meeting (e.g. a family member or friend).

**3.1.4** We will aim to address your complaint within 15 working days of it being received. Should it be proving to take longer we will keep you informed of the developments and will advise of an expected date of completion.

**3.1.5** Once the Manager has investigated the Director will respond to you in writing with the outcome of your Stage 2 complaint.

**3.2 Complaints Procedure - Stage 3**

**3.2.1** Should you not be satisfied with the outcome of the complaint, you can appeal the decision to the Board of Trustees.

**3.2.2** You will need to put your appeal in writing and send it to the Director. The Director will ensure that the Stage 3 complaint is logged and pass the matter to the Chair of the People and Services Committee (PSC).

**3.2.3** You will need to write no later than 5 working days of date of the letter addressing your Stage 2 complaint.

**3.2.4** The Chair PSC will convene a panel of Trustees to consider your complaint. The panel will consist of at least 2 Trustees. You will be invited to present your case to the panel and you would be free to bring someone to support you at this meeting (e.g. family member or friend).

**3.2.5** The Chair PSC will aim to convene a panel within 15 working days of the Stage 3 complaint being received.

**3.2.6** The Panel will aim to reach its decision within 10 days of the panel meeting. Should it be proving to take longer we will keep you informed of the developments and will advise of an expected date of completion.

**3.2.7** The Chair PSC will respond to you in writing with the outcome about your Stage 3 complaint.

The decision of the Trustees will be final, and there is no further appeal within Positive East.

**4.0 Complaints Involving Volunteers**

**4.1** Complaints involving volunteers will be dealt with under Stage 1 by the Volunteer Manager. If this is not possible then the Director will appoint another Team Manager to review the complaint.

* + 1. The complaint will then follow the process as detailed within Stages 2 and 3 above.

**5.0 Complaints involving Staff (including sessional staff)**

**5.1** Complaints involving staff will be dealt with as detailed within the policy. NB this policy does not replace the Charity’s Grievance Policy which is how staff raise formal complaints.

In the event that the complaint is about a manager within the Charity (including the Director) the Director or Chair of Trustees will appoint an appropriate staff member, Trustee or an external person to undertake reviewing the complaint at the different stages.

Mark A. Santos

July 2017

Review Date: July 2020

Appendix 1

Advice and Reception – Peter Ekakoro

Peer Support & Health and Wellbeing (including support groups and workshops) – Antonio Giacalone

Finance, Building, and Café – Alastair Thomson

Counselling & Psychology (including the ReAssure Project – Steve Worrall

Prevention & Testing – Yasmin Dunkley

Fundraising – Ian Montgomery

Volunteering – Maria Kubler