



## **Digartref Cyf Customer Complaints and Compliments Policy and Procedure**

### **1. Policy statement**

Digartref Cyf recognises the important role that our customers play in providing feedback, whether negative or positive, as it assists us in ensuring the services provided by the organisation, meet the needs of those accessing them and that they can be continually improved.

In order to be an effective organisation we feel it is highly important to ensure that those seeking to make a complaint or a compliment can easily do so and that we are open about the feedback we receive and that mistakes made will be put right. Additionally, Digartref Cyf will ensure that the information received will be used effectively, to improve the services provided, and where excellent practice or service delivery is highlighted by our customers this can be utilised and built up on throughout the organisation.

#### **1.1 Definition**

A complaint is an expression of dissatisfaction with our services, whether justified or not including, a staff member, a volunteer, a Trustee, a particular service, standards of accommodation.

A compliment is an expression of satisfaction with our services, including, a staff member, a volunteer, a Trustee, a particular service, or standards of accommodation.

### **2. Aims of the policy and procedure**

We aim to ensure that:

- Making a complaint or compliments is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for a timely quick response
- We deal with complaints promptly, politely and when appropriate confidentially
- We respond in the correct way – for example with an explanation, or an apology or information on any action taken
- We learn from complaints and compliments and use them to improve the services and maintain standards
- That the Complaints and Compliments policy and procedure is reviewed every 3 years

### **3. Communicating your complaint or compliment**

There are many ways to make a complaint or compliment including:

- Complete a Complaint or Compliment form (see attached)
- Telephone 01407 761653
- Email: [enquiries@digartref.co.uk](mailto:enquiries@digartref.co.uk)
- Face to Face – speak to member of staff at one of our projects or call into the office

- By Letter: write us and send it to Complaints/Compliments Feedback, Unit 2 Holyhead Enterprise Centre, Kingsland, Holyhead, Anglesey, LL65 2HY

#### **4. Monitoring**

Digartref Cyf Trustees will receive regular anonymised reports of complaints made and their resolutions.

The Supporting People Team manager at the local authority and the Welsh Government receives information in relation to complaints made by customers receiving a service funded by these bodies, as and when they occur.

Compliments may be utilised to highlight service satisfaction. Unless those making a compliment give consent, any compliments used by the organisation would be anonymised.

#### **5. Formal Complaint Procedure**

This is a 3 stage procedure

##### **5.1 Stage 1**

5.1.1 The organisation encourages complaints to be dealt with informally wherever possible. This may involve you speaking to a staff member or a manager in the first instance.

5.1.2 If you are unable to resolve the issue informally and wish to make a formal complaint you should request a copy of Digartref Cyf's Complaints and Compliments Policy and Procedure from a staff member, a manager or from the admin team in the office or call number 01404 761653. This will be sent to you on the day of request. If we hear nothing further from you 28 calendar days from this date we will regard the complaint to be closed.

5.1.3 Upon receipt of the Complaints and Compliments Policy and Procedure, you should write a formal letter of complaint to a manager or the company secretary or complete the Complaints and Compliments form.

5.1.4 In your letter/form you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

5.1.5 You can expect the complaint to be acknowledged within 5 working days of receipt. You should get a response and an explanation within 15 working days.

5.1.6 The written response will also notify the complainant that they have 28 days in which to ask for the complaint and response to be reviewed (stage 2); if they are dissatisfied with the response they have received.

5.1.7 If you are unsure which member of Digartref Cyf staff to write to, your complaint should be addressed to the Company Secretary/Personal Assistant to the Chief Executive of Digartref Cyf. .

5.1.8 Our contact details are Digartref Cyf, Unit 2 Holyhead Enterprise Centre, Kingsland, Holyhead, Anglesey, LL65 2HY, Telephone number 01248 761653 or email: [enquiries@diagrtref.co.uk](mailto:enquiries@diagrtref.co.uk)

## **5.2. Stage 2**

5.2.1. If you are dissatisfied with the stage 1 response to your complaint then you can write to the Company Secretary/Personal Assistant to the Chief Executive stating the reason why you are dissatisfied with the outcome and ask for your complaint and the response to be given further consideration. You can expect your request to be acknowledged within 5 working days of receipt, describing the process the complaint investigation will follow.

5.2.2. A stage 2 complaint will be co-ordinated by a member of the Senior Management Team, or other delegated senior member of staff, who will respond within 20 working days with a full written response giving details of any right of appeal.

5.2.3. Digartref Cyf aim is to resolve all matters as quickly as possible, however, if a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

## **3. Stage 3**

5.3.1. If you are not satisfied with the response from stage 2, you then have the option of asking for a review of your complaint in writing to the Chair of the Board of Trustees C/O Digartref Cyf, Unit 2 Holyhead Enterprise Centre, Kingsland, Holyhead, Anglesey, LL65 2HY stating the reason why you are dissatisfied with the outcome of your complaint. You should do this within 10 days of receiving the written response from stage 2.

5.3.2. The Chair of the Board of Trustees will respond normally within 10 working days to inform you of the action which will be taken to investigate the complaint, and the expected timescale of the investigation. If your original complaint was against the Chief Executive then the Chair and the Vice-chair of the Board of Trustees will handle the complaint in the early stages of the complaints procedure above.

5.3.3. The relevant history of the complaint will be made available to the Chair of the Board of Trustees so that a full investigation can be carried out. That investigation may include interviews with the complainant, any staff involved, any witnesses and will also include documentation evidence where appropriate.

5.3.4. The outcome of the investigation will be communicated to the complainant in writing with details of any action taken and a time-scale for implementation (if applicable and appropriate). All appropriate members of staff will also receive a copy of this report, which will also be presented to the Board of Trustees, and where required, the Supporting People team manager and the Welsh Government.

5.3.5. Should a complainant still be dissatisfied with the outcome they should be informed of their right to seek legal redress or to make representation to any appropriate statutory body.

5.3.6. Appropriate staff concerned should report back to the Chair of the Board of Trustees within ten days of their receipt of the outcome of the Stage 3 complaint, explaining how they have implemented any recommendations.