



Gwent Association of Voluntary Organisations
Cymdeithas Mudiadau Gwirfoddol Gwent



Cefnogi Trydydd
Sector **Cymru**
Third Sector
Support **Wales**

I Gymunedau, gyda Chymunedau  *For Communities, With Communities*

GWENT ASSOCIATION OF

VOLUNTARY ORGANISATIONS

COMPLAINTS POLICY

Name: Martin Featherstone

Signature:

Role: Chief Executive Officer

Name: Edward Watts

Signature:

Role: Chair

Date authorised by GAVO 1/1/18	Developed by SF & General Purpose Committee	Date of Review 1/1/20
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GAVO is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults



INVESTORS | BUDDSODDWR
IN PEOPLE | MEWN POBL



Introduction

Gwent Association of Voluntary Organisations aims to provide the highest quality of service across its range of provision.

The purpose of GAVO's Complaints Policy is to ensure that people and service users are aware of how to make a complaint and that the process of registering a complaint is straightforward.

GAVO aims to ensure people and service users feel confident that their complaints and concerns about GAVO's services and/or the behaviour of GAVO's employees and volunteers are acknowledged promptly and fairly.

GAVO values feedback in terms of the quality of work provided and values feedback and suggestions as to how services can be improved.

This Complaints Policy is available on the GAVO website.

Complaint Procedure

Both informal and formal complaints should be submitted to Deputy CEO – HR, Governance & Communications – Kerry Williams – kerry.williams@gavowales.org.uk. If the complainant receives an out of office message, the complaint should be re-directed to Human.Resources@gavowales.org.uk. A member of the Human Resources department will ensure that the complaint is referred to an alternative member of the Senior Management Team other than the Chief Executive Officer.

Informal complaints -

Will be acknowledged within five working days of receipt and promptly responded to within ten working days. If the complaint requires further investigation this timeframe will be extended and the complainant notified. The informal complaint will receive a confirmation e-mail concluding the resolution and findings.

Formal complaints -

Should be submitted in writing to the Deputy CEO – HR, Governance & Communications kerry.williams@gavowales.org.uk, providing the following detail –

- Full name and contact details including day time telephone number and e-mail address.
- A full description of the complaint including relevant dates and times if known.
- Copies of any relevant documents and reference to any earlier correspondence.

The Deputy CEO – HR, Governance & Communications will ensure the complaints procedure is followed –

The complaint will be acknowledged within five working days.

The Deputy CEO – HR, Governance & Communications will meet with the complainant to discuss the complaint in full.

If appropriate, the Deputy CEO – HR, Governance & Communications will contact appropriate colleagues within the relevant area to conduct an investigation. The outcome of the investigation will be considered by the Deputy CEO – HR, Governance & Communications and a further meeting will be held with the complainant to discuss the outcomes and outcome letter. If this is not possible, the outcome will be discussed by telephone and confirmed in writing in the outcome letter. The Deputy CEO – HR, Governance & Communications will aim to complete the investigation and respond to the complainant within twenty eight working days. The complainant may be contacted during this period to seek further clarification.

If the complaint is more complex or involves people who are not available within response timeframe, it may be necessary to extend the time limit. Deputy CEO – HR, Governance & Communications will notify the complainant of the progress of the investigation and or the reasons for the delay.

Please note that if the Deputy CEO – HR, Governance & Communications as detailed above is not available an alternative member of the Senior Manager team other than the Chief Executive Officer will manage the informal/formal complaints stage.

Appeal Procedure

If the outcome of the Formal Complaints Procedure is not accepted, the complainant may place an appeal in writing to the Chief Executive Officer – martin.featherstone@gavowales.org.uk.

The appeal must state the grounds for appeal.

The Chief Executive Officer will acknowledge the Appeal within five working days and ensure a further investigation is followed. A further investigation will be conducted to consider if there is any new or additional evidence that was not available at the Formal Stage, or whether there should be a different interpretation of the information available.

The result of the investigation will be delivered to the complainant in writing within twenty eight working days.

The decision upon Appeal is final.

Recording Complaints

The Chief Executive Officer will be informed of and retain a record of all complaints received, action taken and the outcome of each stage of the Complaints Procedure.

Improvement Suggestions

In addition to the above Complaints procedure, GAVO welcomes suggestions as to how to improve the services provided. Suggestions should be placed in writing to the Deputy CEO – HR, Governance & Communications – Kerry Williams - who will ensure these are communicated to the relevant parties and the Chief Executive Officer.

Positive Feedback

GAVO will also ensure that written expressions of praise or congratulations are communicated to the employee(s)/volunteer(s) concerned and a copy retained in the personal file.

Conclusion

GAVO will ensure that all complaints are handled in a confidential and professional manner and that the Complaints Policy procedure is effectively implemented. The overall aim of our Complaints Policy is to improve the quality and efficiency of the services GAVO provides in a culture of continuous improvement.

Appendix 1

Equality Impact Assessment Tool

	Equality Impact Assessment Questions:	Evidence based Answers & Actions:
1	Name of the policy that you are Equality Impact Assessing	Complaints Policy
2	Describe the overall aim of your policy and context? Who will benefit from this policy?	The overall aim of the policy is to provide a clear and accessible process to deal with concerns, problems, complaints and suggestions. GAVO employees / Trustees / Partners / People utilising GAVO services.
3	Who is the overall lead for this assessment?	Human Resources department /Chief Executive Officer
4	Who else was involved in conducting this assessment?	Human Resources department
5	Have you involved and consulted service users, and staff in developing this policy? What did you find out and how have you used this information?	Staff Forum; General Purpose Committee; GAVO employees
6	What equality data have you used to inform this equality impact assessment?	No equality data is available at this stage to inform the process however, as part of the proposed monitoring agreement with HR, this could be developed going forward
7	What does this data say?	N/A
8	Taking into account the information gathered.	

	Does this policy affect one group less or more favourably than another on the basis of:			
		YES	NO	
	Race		N	
	Disability		N	
	Age		N	
	Sexual Orientation		N	
	Religion and Belief		N	
	Marriage and civil partnership		N	
	Pregnancy and maternity		N	
	Gender Reassignment		N	
	Sex		N	
	Carers		N	

<p>9</p>	<p>What monitoring arrangements are you implementing or already have in place to ensure that this policy:</p> <ul style="list-style-type: none"> • eliminates discrimination • remains fair to all employees • provides line managers with an effective procedure 	<p>This policy will be reviewed every two years by the Deputy CEO – HR, Governance & Communications.</p>
<p>10</p>	<p>Who will approve this policy and when will this policy be published.</p>	<p>Deputy CEO – HR, Governance & Communications and finally the Chief Executive Officer.</p>