

# Comments, Compliments and Complaints policy

## 1.0 Purpose

The purpose of this Policy is to welcome and encourage feedback from people who use our services, either through complaints, compliments or comments. Positive comments may be used, with the permission of the person who has made the comment, in our Annual report, on the website and in other publicity. Anonymity will be guaranteed where wanted

## 2.0 Introduction

Stay Up Late recognises the difference between negative feedback and a complaint and will deal with each appropriately.

## 3.0 Responsibilities

- 3.1 All members of staff, volunteers and trustees must be aware of this policy and where appropriate receive training in receiving and dealing with feedback in a positive manner.
- 3.2 All Complaints will be investigated by Managers with skills in dealing with complaints.
- 3.3 Records of all formal complaints will be held by the Company secretary. Records of all other feedback will be held by the relevant Project Manager
- 3.4 A review of feedback and complaints will be carried out annually by the Company, and presented to the AGM of Stay Up Late.
- 3.5 Feedback may be verbal or in writing, but where a formal procedure is used (e.g. complaints) it is the responsibility of the investigating manager to ensure that a written record is made.

## 4. Policy

- 4.1 Feedback, including complaints, will be accepted from anyone, including external individuals and organisations.
- 4.2 This policy covers issues for which Stay up Late holds responsibility. In relation to complaints this means where a member of staff, a volunteer or a service user

- Has done something they should not have done
- Has not done something they should have done
- Has treated someone unfairly or discourteously

- 4.3 Where people provide positive or negative feedback about things beyond the scope of Stay Up Late's responsibility the manager for the relevant service will discuss with the person giving the feedback how to proceed.
- 4.4 Stay Up Late actively encourages feedback and sees this as an essential part of its activity as a learning organisation.
- 4.5 All feedback will be viewed positively, be part of the process of maintaining and monitoring a good quality service and will be dealt with promptly, efficiently and in a fair manner and take into account all relevant circumstances including contradictory views.
- 4.6 Stay Up Late will respond as requested to any comments or compliments, but also acknowledges the nature of formal complaints and the need for a specific procedure for responding and dealing with these.
- 4.7 Service users will be actively supported to give feedback.
- 4.8 Service users will not be discriminated against because they have made  
a complaint.
- 4.9 Service users may be supported by advocates, interpreters or any other appropriate facility or person they choose to help them give their feedback.
- 4.10 Feedback will be treated confidentially and information will only be shared with those who 'need to know' or who are being consulted, except where explicit permission is given to share information.
- 4.11 All documentation will be held securely.