



STaSS General Complaints' (Grievance) Policy and Procedure MAY 2015

STaSS will:

- Treat complaints seriously and deal with them properly
- Resolve them promptly and informally wherever possible
- Learn from complaints and take action wherever possible to improve our service
- Ensure complaints are treated in confidence

1. Anyone can make a complaint about:

- An employee
- A volunteer
- A trustee
- The way STaSS conducts its activities

2. You can make a complaint by:

- Phoning us on 01908 282185. You can leave a message on the answerphone out of office hours. We may ask that you put your complaint in writing
- Emailing us on tina@stass.org.uk
- Writing a letter to us, the director or trustees

3. If you have written to us we will acknowledge your complaint within 10 working days.

4. We will try to resolve a complaint quickly, however, if we think it may take some time we will let you know. A complaint will initially be dealt with by the member of staff who is most closely involved with the matter and the Director or a trustee.

5. If you are dissatisfied with the outcome of a complaint or if the complaint is of serious nature it will proceed to Stage 2 of the complaints' process.

6. At Stage 2 the director and a trustee will investigate the complaint and respond to you in writing within 10 working days of the conclusion of the investigation.

7. If you remain dissatisfied, you should write appealing to the Board of Trustees within 10 working days of the of the Stage 2 letter you have received.

8. Occasionally we may receive complaints about something that does not relate directly to STaSS or that we are not in a position to comment on. In these cases we would deal with the matter quickly so as not to waste STaSS' resources.

On rare occasions we may decide not to respond to complaints at all, for example:

- When someone unreasonably pursues a complaint that has already been dealt with.
- When a complainant is being obviously abusive, prejudiced or offensive
- When a complaint is incoherent or illegible
- Where a member of staff is being harassed
- Where a complaint has been made anonymously. However, we will investigate the complaint and if valid we will use information gathered to improve our service.

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Policy Review

The Director and Board of Trustees are responsible for reviewing this policy annually and ensuring that it is compliant with current legislation and good practice.

REVIEWED MAY 2015, NEXT SCHEDULED REVIEW MAY 2016

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