

Compliments, Comments and Complaints Policy



Responsible Manager	Director of Operations and Quality
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1 Introduction

- 1.1 CXK Ltd is committed to delivering a high standard of service to anyone who engages with our work. We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves.
- 1.2 It is important that we gather the views of service users, parents, carers, partners and other stakeholders in order to help us continuously improve and develop our services.
- 1.3 The purpose of this document is to support establish clarity with handling Compliments, Comments and Complaints. It aims to ensure that a consistent approach is applied to the way in which we collect feedback, manage complaints and take appropriate action.
- 1.4 All staff are responsible for ensuring that the process is managed effectively.

2 Definitions

- A complaint is a criticism or a direct expression of dissatisfaction. A complaint may be about the standard of service, actions or lack of actions by CXK, its staff or contractors, affecting an individual or group of customers/stakeholders.
 - A comment can be described as a personal opinion or belief, feedback or remark expressed by a customer/stakeholder. Unless specifically requested, there is not an automatic assumption that CXK will reply to comments. However, where it is felt appropriate or where the customer/stakeholder indicates they expect a reply, this should be sent within 10 working days.
 - A compliment is defined as a customer statement of positive recognition or praise for a service or individual.
- 2.1 Staff should read this document in accordance with the Company Structure Chart as this will identify the Executive Team), SLT (Senior Leadership Team) and FMT (Full Management Team).

3 Providing Feedback

- 3.1 Anyone wishing to make a compliment, comment or complaint must be able to do so easily.
- 3.2 The following options are available to individuals wishing to provide feedback:
 - Visiting our services on site and speaking with a member of staff
 - Telephone a CXK Head Office on 01233 224244
 - E-mail CXK Head Office using info@cxk.org
 - Write to Head Office at:

CXK Ltd

The Old Court
Tufton Street
Ashford
Kent
TN23 1QN

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- 3.3 CXK continuously strives to improve its services. A feedback survey is available through the CXK website and enables services users or stakeholders to provide feedback on services instantly.
- 3.4 Please note that formal complaints should not be made via the online survey. The data from this survey is collated and analysed regularly. However the options listed above are the most appropriate means of making a complaint and provide direct access to a member of the CXK team.

4 Fundraising Complaints

- 4.1 If a complaint is about CXK's fundraising activities and we are unable to resolve it through our internal procedure, then the complainant can ask the Fundraising Standards Board (the self-regulator for fundraising in the UK) to consider it by:
 - Submitting your complaint through the FRSB website www.givewithconfidence.org.uk
 - Writing to Fundraising Standards Board, 65 Brushfield Street, London E1 6AA, or
 - Contacting Tel: 0333 321 8803
- 4.2 CXK Ltd is a member of the Fundraising Standards Board and we agree to abide by its decisions. Please note that the Fundraising Standards Board can only consider complaints received within 3 months of the original incident.
- 4.3 The Fundraising Standards Board will investigate your complaint within 20 working days of receiving it and if you are not satisfied with its conclusions, you can request that their Board of Directors look at it again. Their decision will be made within 60 calendar days, will be final and will be made public.

5 Guidelines for Recording Compliments or Comments

- 5.1 It is important that both formal and informal comments and compliments are recorded securely and used to inform training and share best practice and success.
- 5.2 A Compliment and Comment log is located on the CXK staff servers and should be used by managers and updated as and when examples of informal (defined as verbal) and formal (defined as written) comments or compliments are received. The document will only be accessible to the FMT and therefore examples will need to be collected by managers at team level on a regular basis. The standing 'Quality Assurance' item on Team Meeting agendas should be used to facilitate this.
- 5.3 On a monthly basis the Compliment and Comment Logs will be reviewed at FMT, SLT and Executive Team meetings. Findings will be used to inform future decisions, share best practice and to plan activities such as training and business development.

6 Guidelines for Managing Complaints

- 6.1 In order to ensure all complaints are dealt with in a timely fashion CXK will:
 - Ensure all details are recorded as soon as the complaint is raised. Complainants can use the CXK Complaint Form to raise a concern (see appendix 1). If this form has not been used (i.e. the complaint is verbal) then Staff should record

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all details of the complaint and next steps using the CXK Complaint Form (record electronically).

- A complaint should be dealt with and resolved immediately (if possible) or within 10 days. If the complaint is received at Head Office it will be allocated to the appropriate member of the FMT.
- All formal complaints received (either verbally or in writing) should be acknowledged (where possible within 48 hours) stating that the company will investigate and respond with an update or resolution within 10 days.
- Handwritten CXK Complaint Forms should be written up electronically to enable managers to use this template as a 'working log'. Records will then be stored on the server electronically. This should be maintained during the investigation phase and after the complaint has been resolved.
- Actions and outcomes should be recorded on the CXK Complaint Form in the space provided. A member of FMT should then record the case and its status on the Complaint Log. Both the Complaint Log and the CXK Complaint form should be updated continuously until the matter is resolved.
- If the complaint cannot be resolved within 10 days – then the complainant should be contacted with an update on progress and next steps.
- If the complaint cannot be resolved immediately then the complainant should be kept up to date with progress on a regular basis (weekly) until the issue has been resolved.

7 Independence

- 7.1 In order to investigate a complaint fairly, any investigations should be carried out by a manager not involved with the original complaint.
- 7.2 If the complainant is not satisfied with the outcome of an investigation then they can pursue their complaint through to the Senior Leadership Team.
- 7.3 If unresolved the complaint should ultimately be presented to the Executive Team within 20 days of it being originally raised.

8 Confidentiality

- 8.1 All complaints must be dealt with in confidence as far as possible. It is important to remember that some complaints will fall within the remit of the Data Protection Act 1998.

9 Recording Complaints

- 9.1 Recording all complaints in details enables information and actions to be tracked from the start to the point of resolution. This also provides a quality control mechanism for customer service and management review. When recording a complaint the following details must be noted on the CXK Complaint Form (in addition to information provided by the complainant in applicable):

- Date the complaint was made

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- A brief description of the complaint
- Team/contract area that the complaint relates to
- Details of who made the complaint with contact details
- Actions taken initially to resolve the complaint
- Name of the person who dealt with the complaint initially (and the name of any other staff involved)
- Actions taken/agreed to resolve the complaints
- Time scales/status of actions

9.2 All complaints, actions and subsequent outcomes should be recorded electronically on a CXK Complaint Form by the designated member of FMT. The designated member of FMT is responsible for:

- Recording the details, actions and outcomes on the CXK Complaint Log
- Initiating an investigation and recording details, actions, progress and outcomes on the CXK Complaint Log (regularly updating the Complaint Log and CXK Complaint Form) until the matter is resolved.
- Ensuring that the CXK Complaint Form is used throughout as an electronic 'working record' of how the complaint has been handled. The file should be saved as filename 'dd.mm.yy – contract' (i.e. 19.05.12 – schools).

10 Actions

10.1 Remedial action - taken to resolve complaints must be consistent in each case. This may involve:

- An apology to the complainant.
- Referral to another member of staff not involved with the issue.
- Referral to a manager for further investigations.
- Referral to another agency or organisation if appropriate

10.2 If these actions fail to resolve the issue, then the complaint must be progressed using the procedure as set out above.

10.3 Corrective Action - following an investigation and subject to the outcome, it may be necessary to review operating procedures, make policy changes and/or implement amendments to procedures to eliminate any recurrence of the issue. There may be a need to consider longer term solutions to improve service delivery including the identification of training needs.

10.4 Corrective and remedial actions will be discussed and reviewed by the SLT and Executive Team.

11 Key Points

- All complaints should be dealt with in a polite and professional manner.
- All complaints should be dealt with promptly.
- All complaint details and actions should be captured on a CXK Complaint Form in an electronic format (even if the form has been received as a hard copy). This

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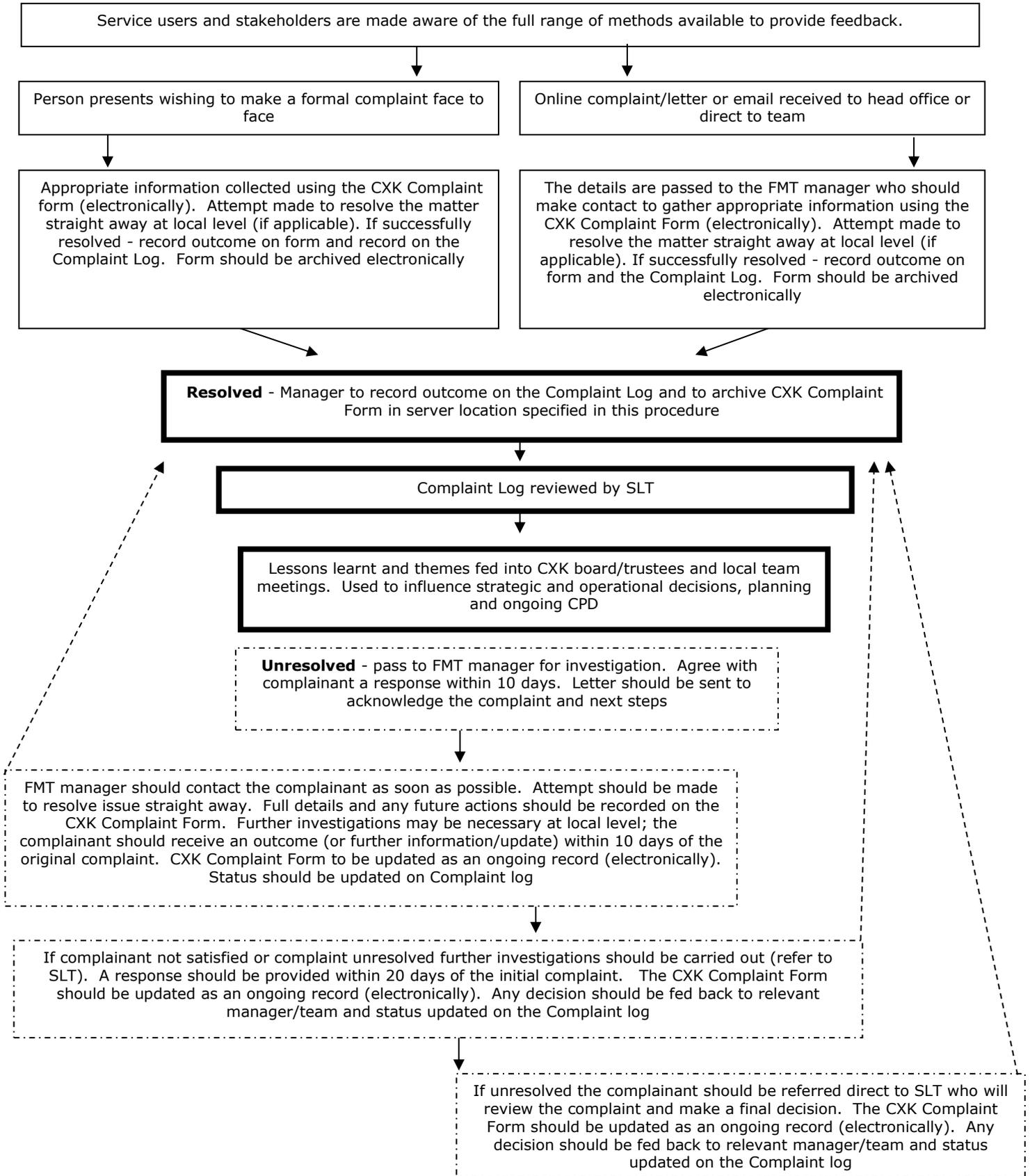


form must be passed to a member of FMT (even if the complaint has been resolved immediately). Forms will be archived for records and audit trail.

- All active and resolved complaints should be logged on the Central Complaints Log by a member of FMT. Status should be updated regularly.
- The result of investigations will be fed back to the individuals involved as appropriate – this may need to be in writing.
- At the point of making a complaint the complainant must be informed of next steps, timescales and who will take the matter further.

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Appendix 1: Handling Complaints – Procedure



Appendix 2: CXK Complaint Form

Date:	
Name:	
Address:	
Telephone:	
Email:	

Nature of the complaint:

Your complaint will be dealt with by the most appropriate person and you will receive a response within 10 days.

Please return this form to:

CXK Limited, The Old Court, Tufton Street, Ashford, Kent TN23 1QN
Or info@cxk.org

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