

Document Name	Compliments, Comments and Complaints Policy
Document Owner	Executive Team
Responsible Director	Director of Operations and Quality

Policy Statement

CXK committed to delivering a high standard of service to anyone who engages with our work. We actively encourage feedback from service users and stakeholders and commit to using this information to improve our effectiveness.

Senior managers at CXK are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves.

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.

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1 Purpose

- 1.1 The purpose of the policy is to ensure and establish clarity when handling compliments, comments and complaints. CXK aims to ensure that a consistent approach is applied to the way in which we collect feedback and take appropriate action.
- 1.2 Our policy is to use compliments and comments to develop the service and share best practice. We respond swiftly to complaints through open dialogue, a professional approach and a commitment to good quality customer service. Complaints can be made and resolved informally. However, there will be occasions when a member of the public, partner or sub-contractor wishes to make a formal complaint. We take all complaints seriously. Our response should bring resolution for the complainant, appropriate action regarding capability or safeguarding and highlight areas for ongoing improvement.
- 1.3 This policy and procedure sets out how CXK deals with compliments, comments and complaints. It aims to support both the complainant, in having complaints addressed fairly and impartially, and staff in responding appropriately, and valuing complaints as an improvement/ learning exercise.
- 1.4 CXK aims to handle all complaints fairly and honestly regardless of their origin. CXK treats all members of the community equitably and will not show bias to any particular individual or group.

2 Scope

- 2.1 This policy applies to all individuals involved in the delivery of CXK services. This includes all employees, trustees, volunteers and sub-contractors.
- 2.2 If there is a contract specific policy or procedure which the charity are required to follow and this differs from our own policies and procedures, it is imperative that we follow whichever is of the higher standard to ensure contractual compliance.

3 Responsibilities

Who	Responsibility
All CXK employees	To record feedback in accordance with this policy and to escalate formal complaints in the correct manner.
Sub-contractors working for CXK	Should follow this policy when delivering services that CXK is responsible for. Formal complaints should be reported to a CXK manager in addition to a sub-contractor manager.
All CXK managers	To investigate any formal complaint in accordance with this policy, ensuring that timescales are adhered to.
Executive Team and the Chief Executive	To investigate and deal with any complaints that have not been resolved to the satisfaction of the complainant.
Senior Leadership Team	To update the and regularly review the Complaint Log and the Compliments and Comments Log. Reviews should ensure that appropriate actions are discussed and taken to improve practice.

4 Definitions

Term	Definition
Complaint	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.
Comment	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.
Compliment	A compliment is defined as a customer statement of positive recognition or praise for a service or individual.

5 Equality and Diversity

- 5.1 The Charity aims to design and implement services, policies and measures that meet the diverse needs of our service population and workforce, ensuring that none are placed at a disadvantage over others.
- 5.2 No employee will be treated less favorably or discriminated against or suffer a detriment as a result of this policy. If any employee feels that they are discriminated against, they should first raise the matter with their manager or use the Grievance procedure.
- 5.3 The author of the document is responsible for assessing that the document does not place any one at a disadvantage over others.

6 Associated CXK Policy

- Privacy and Personal Data Protection
- Line Management Supervision
- Equality and Diversity
- Quality Assurance and Improvement

7 Relevant Legislation

- The General Data Protection Regulation 2016 (GDPR)
- Equality Act 2010 & 2006
- Disability Discrimination Act 1995, 2005

8 Monitoring Compliance

8.1 Implementation of this policy will be monitored in the following ways:

Area to be monitored	Methodology	Who	Reported to	Frequency
Formal Complaints	An annual report and audit should be conducted to ensure that this policy is being adhered to. This report should highlight any key development areas and actions that have been taken or are required.	Executive Team	CXK Board	Annually
Use of the Complaint Log and Compliments/Comments Log	Visual check and discussion at Senior Leadership Team Meetings – highlighting additions and actions required.	Senior Leadership Team	Chief Executive	Bi-Monthly

9 Procedure

9.1

Comments and Compliments

Anyone wishing to feedback about one of our service must be able to do so easily. The following options are available to individuals wishing to provide feedback:

- By speaking to a member of CXK staff on site
- By telephoning CXK Head Office on 01233 224244
- By e-mailing a CXK employee or CXK Head Office using info@cxk.org

- By writing to Head Office at:
CXK
The Old Court
Tufton Street
Ashford, Kent
TN23 1QN

9.2

Complaints

Many complaints can be resolved informally by discussing the issue with a member of CXK staff. If the complainant is still dissatisfied, a formal complaint can be made and this will be investigated accordingly.

Formal complaints must be made in writing and recorded on a CXK Complaint Form. Employees should provide a copy of the complaint form to any individual wishing to make a formal complaint. Once we have received a formal complaint it will be dealt with in accordance with the following procedure:

Stage 1	The complainant will be sent an acknowledgement within 3 working days of receipt of your complaint. It may be necessary to make further contact with the complainant to gather further information.
Stage 2	The formal complaint will be investigated by a member of CXKs management team. Further information will be gathered and the parties involved will be spoken to. In order to investigate a complaint fairly, any investigations should be carried out by a manager not involved with the original complaint.
Stage 3	Within 7 working days the complaint investigation will be completed and feedback (including any actions) will be fed back to the complainant.
Stage 4	If the complainant is unhappy with the initial response, then an appeal can be made and this will be considered by one of the Executive Team. All aspects of the complaint will be reviewed and a response should be sent within a further 10 working days.
Stage 5	If the complainant remains unhappy with the response, then a final appeal can be made and this will be heard by the Chief Executive. All aspects of the complaint will be reviewed and a response should be sent within a further 10 working days.

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 and data should be handled in accordance with CXKs Privacy and Personal Data Protection policy.

9.3

Further Action

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

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.

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.

For all other complaints, if the complainant remains unhappy after all stages of investigation are complete then in some cases it is possible to refer complaints to the Charity Commission. It is unlikely that the Charity Commission will consider complaints about the standard of service a charity has provided in an individual case. Complaints must be made in writing, quoting the Registered Charity Number, using the on-line form available at www.charity-commission.gov.uk.

9.4

Recording Feedback

It is important that all feedback is recorded securely and used to inform future practice. This includes comments, compliments, informal complaints (that are resolved verbally) and formal complaints.

The Compliment and Comment Log is located on the CXK staff servers and should be used by managers to record comments or compliments. The document will only be accessible to the management team and therefore examples will need to be collected by managers at team level on a regular basis.

The Compliment and Comment Log will be reviewed at Senior Leadership Team meetings. Findings will be used to inform future decisions, share best practice and to plan activities such as training and business development.

Recording all complaints in detail 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 formal complaint the following details must be noted on the CXK Complaint Form (in addition to any other information provided by the complainant if applicable):

- Date the complaint was made
- 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

All complaints, actions and subsequent outcomes should be recorded electronically on a CXK Complaint Form by a CXK manager.

This manager should then do the following:

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

Appendix 1

CXK Complaint Form

Date:	
Name:	
Address:	
Telephone:	
Email:	

Nature of the complaint:

Please return this form to:
CXK Limited, The Old Court, Tuffon Street, Ashford, Kent TN23 1QN
Or info@cxk.org

FOR OFFICE USE ONLY:

Date received:	
Received by:	
Team (concerning)	

Allocated Manager (if applicable)	
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Further information:

Actions/Next Steps:

Date	Action

Date resolved:	
Recorded on Complaint Log:	