Five Talents Policy

Complaints

Introduction

The purpose of the complaints procedure is to ensure that:

(a) supporters, partners and other stakeholders have an easy accessible, straightforward means of making formal representations to Five Talents, leading to prompt action and speedy resolution of complaints;

(b) supporters, partners and other stakeholders are confident that their complaint is being dealt with effectively and fairly, even if the outcome is not to their complete satisfaction;

(c) Five Talents uses complaints positively and takes subsequent action to maintain and improve service quality and responsiveness;

Definition

An informal complaint is an initial approach to Five Talents outlining dissatisfaction with some aspect of our service or actions.Such approaches are likely to be made in person or by telephone and sometimes in writing.

A formal complaint is an expression of dissatisfaction with the action or lack of action taken by Five Talents, on a matter which has been previously raised by a person and where he/she remains dissatisfied with the response received.

The following are categories of complaint, which indicate in general terms the range of complaints that fall within this procedure:

(a) Dissatisfaction with the way Five Talents programmes, events, policies or other activities are being carried out.

(b) Complaints regarding employee or Trustee attitudes or regarding the actions of individual employees or Trustees in dealing with Five Talents matters.

Informal Complaint Process

Any representative of Five Talents receiving an informal complaint in person or by telephone will attempt to resolve the concern at the time.

Such an approach may not be a complaint but a request for action, information or reporting a problem. When identified as such, it should be actioned by staff in the normal way, or referred to the relevant officer for action to be taken.The emphasis should be on resolving the complaint, concern or request whenever possible.

If the informal complaint is not resolved, the Formal Complaint process should be followed.

Formal Complaint Process

This stage will come into operation when a supporter, partner or other stakeholder clearly indicates that he/she remains dissatisfied with Five Talents' previous response to a complaint.

A formal complaint should be made in writing addressed to the CEO of Five Talents who will acknowledge receipt of the complaint within 3 working days. A full reply to the complaint would normally be provided within 15 working days, failing which a further response would be sent explaining the delay and indicating when it was anticipated a reply would be available.

Further Stages

It is hoped that the vast majority of complaints would be resolved through the informal or formal process outlined above. However, for any which remain unresolved, the supporter, partner or stakeholder should write to the Chair of the Trustees requesting that his/her complaint is put before the Board of Trustees.

In certain circumstances, if all else fails, it may be appropriate to complain to the Charity Commission.