# Stay Up Late - Comments, Compliments and Complaints policy

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| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Complaints_Policy_large.png** | **The purpose of this policy**  Our complaints and compliments policy is to make sure that the people we work with are able to tell us honestly what they think of our work.  This may because we’ve not done something well enough, or because we’ve done something really well. |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Talk-In-Group-Bubbles-1_large.png** | All complaints and compliments are seen as a good thing as they will help us to learn to work in the best way possible. |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Leaflet_large.png** | Compliments may also be used in our reports, leaflets and online.  We will ask permission to use these and will not use peoples’ real names to keep things private. |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Induction_large.png** | **About this policy**  All members of staff, volunteers and trustees must be aware of this policy. Staff will receive training in receiving and dealing with feedback. |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Look_close1_large.png** | All Complaints will be looked in to by a manager with skills in dealing with complaints. |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Files1_large.png** | Records of all formal complaints will be held on file. Records of all other feedback will be held by the relevant Project Manager |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Planning_Meeting_large.png** | A review of any complaints will be carried out at the next trustees meeting.  If a complaint is seen as serious a urgent meeting of the trustees will be arranged. |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Fill_form_own_large.png** | 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. |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Crowd_large.png** | Feedback, including complaints, will be accepted from anyone, including external individuals and organisations. |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Rules_large.png** | 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 participant has:   * Has done something they should not have done * Has not done something they should have done * Has treated someone unfairly or discourteously |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Chat-Manager-2A_large.png** | Where people provide positive or negative feedback about things beyond the control of Stay Up Late the manager for the relevant service will discuss with the person giving the feedback what to do next. |
| Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Boss_phone3_large.png | All feedback will be viewed positively and will be dealt with urgently and in a fair manner.  We will aim to take into account the views of everybody involved so we get a good idea of what has happened. |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Advice_large.png** | Stay Up Late has a set procedure for dealing with complaints.  Other feedback will be replied to in an informal way. |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Complaints_Policy_large.png** | When a complaint is made a copy of the complaints procedure will be given to the person so they can know will happen, and how long it will take. |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Talk_and_listen_large.png** | Participants will be actively supported to give feedback.  Participants will not be treated unfairly because they have made a complaint.  Participants may be supported by advocates, interpreters or any other appropriate person that they choose to help them give their feedback. |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Confidential_large.png** | 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. |
| **Macintosh HD:private:var:folders:vp:b6d5z5js7p5g0h8xt52fbhwr0000gn:T:TemporaryItems:Lock_large.png** | All records of complaints will be held on file and kept securely. |