



## **Making Education a Priority (MEaP)**

### **Complaints Policy & Procedure**

Where someone, whether a service user or visitor, wishes to complain about the service that they have received from a member of staff at MEaP then they can contact the Project Manager.

If the complaint is against the Project manager or they feel that their complaint has not been dealt with satisfactorily then they may contact the Chair of the Boards

The process for complaints should follow the following stages:

- Informal, which can be verbal
- Formal, which may involve verbal and or written complaints
- Review or appeal panel

#### **1. Informal stage**

Whenever a complaint is received either by telephone, verbally or in writing it should be recorded immediately in a book. A book for complaints should be kept and employees and volunteers should know where it is. The complaint should be acknowledged and the complainant kept informed at all stages. Each complaint will be investigated within seven days by two of the following staff: [details of those staff / management committee members authorised to deal with complaints].

Following this the complainant will receive a written response within two weeks of the complaint being lodged. At this stage negotiation should take place with the complainant to attempt to redress the complaint. If this is possible the staff member / volunteer and appropriate management committee member, along with the complainant should record the outcome of the informal stage.

#### **2. Formal stage**

If the complainant is not satisfied with the explanation and decision made or if the complainant wishes to involve a more senior person they may use the more formal approach and write within 28 days directly to the project manager. The complainant may use another person to write the complaint. The project manager will respond within 28 days of receipt of the complaint informing the complainant of the decision made.

If the complainant is not satisfied with the response/decision made they may elect to have a review panel established to investigate the matter further.

All correspondences will be copied to the chair of the Boards



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### 3. Review Panel

The review panel should consist of one Management team member, one Volunteer / staff member of the project and one independent person who shall act as chair of the review panel. The complainant will be invited to attend the review panel, with a friend/representative if required. The meeting shall be held as informally as possible. The Chair of the review panel should explain the purpose of the meeting, introduce the members and emphasise confidentiality. All members may make a written and verbal presentation to the panel. Proceedings should be minuted. People making presentations can be asked questions.

The panel should make recommendations on the complaint to the chair person within 7 days. The chair of the Boards will then consult with the panel and a decision made. This decision will be made known in writing within 28 days of the panel meeting, outlining the reasons for the decision and any action proposed as a result of the panels review.

Signed: \_\_\_\_\_ (Board)

Date: \_\_\_\_\_

Review Date \_\_\_\_\_