

## Complaints Process for Clients.



### 1. Receiving the Complaint

All clients should be made aware of the Complaints Policy.



- Complaints can be made by letter, phone, email or face to face
- Complaints received verbally will be passed to Admin to follow up and confirm the nature of the complaint
- Any written complaint must be passed to Admin in a timely manner to be processed and recorded on the Complaints Log



- This procedure can be used by any person or organisation wishing to make a complaint about the work of the organisation or individual member of staff or volunteer
- All complaints, no matter how seemingly unimportant, should be taken seriously and the member of staff receiving the complaint immediately inform the appropriate manager

## 1.1 Initial recording of the Complaint

If a member of staff receives a complaint they must:



- make a note of the date and time the complaint was made
- write down the name and contact details of the person making the complaint
- inform the complainant that their details will be passed to the Admin department who will contact them
- Admin will contact the complainant to gather details of the complaint and offer to send a copy of our Complaints Policy
- Admin will offer to send our complaints form to the complainant via post or email if required
- send details of the complaint to [complaints@advocacyforall.org.uk](mailto:complaints@advocacyforall.org.uk)

When dealing with a complaint staff must:



- not be defensive, but must listen sympathetically and accept that there is a problem
- not assign blame
- not make any promises that they are unable to keep, or promises on behalf of other people
- treat people with respect and be friendly. Remember, everyone has the right to complain so listen carefully, and concentrate on what is being said
- be positive, and thank the person for bringing the matter to their attention