



REFLECTIONS

ARRIVE AS STRANGERS, LEAVE AS FRIENDS

Complaints Policy



Complaints Policy

Version number: 3

Creation date: 4 January 2022

Created by: Peter Ley

Reviewed by: Reflections trustees



A dark green rectangular graphic with white text and icons. In the top left corner, there are three white starburst icons of varying sizes. In the top right corner, there is a white square containing the 'RR' logo and the word 'REFLECTIONS' below it. The main text 'Contact Us' is centered in a large, white, sans-serif font. Below this, there are three rows of contact information, each preceded by a white circular icon: an envelope icon for the website, a location pin icon for the email address, and a telephone handset icon for the phone number. In the bottom right corner, there is a white QR code.


REFLECTIONS

Contact Us

 www.reflectionsgreenwich.com

 reflectionsgreenwich@gmail.com

 07981 741 499



1. Introduction

- 1.1 Reflections aims to provide an efficient, fair and accessible service to its members in Greenwich and the general public.
- 1.2 Reflections aims to provide the highest quality service, but recognises sometimes things do go wrong. We welcome any suggestions as to how our services can be improved, or deficiencies overcome.
- 1.3 To facilitate the investigation of any complaint, any individual wishing to make a complaint about Reflections, its volunteers or services, should be directed to follow the procedure outlined in this policy. This procedure can be made available to any individual wishing to make a complaint.

2. Aims

- 2.1 Our aims with complaints are to resolve complaints informally but not to discourage from using the formal procedure.
- 2.2 We will ensure that our complaints procedure is easily accessible to all our customers, easy to use and treated seriously by volunteers and trustees alike.

COMPLAINTS PROCEDURE

Introduction

Reflections aims to provide an efficient, fair and accessible service to Reflections in Greenwich and the general public. We aim to provide the highest quality service, but sometimes things do go wrong, and we welcome any suggestions as to how our services can be improved, or deficiencies overcome.

If you have experienced any problem or dissatisfaction with our services or practices, or with any volunteer we will take your complaint seriously and investigate it thoroughly. To facilitate the investigation of any complaint, Reflections has set up this complaints' procedure. The aim is to provide a speedy, just and open investigation, with the outcome being communicated to those involved.

What is a complaint?

Reflections considers any expression of dissatisfaction about any of the following a complaint:

- Lack of a particular service, which it would be reasonable to expect to be provided.
- The method in which a particular problem or situation was handled.
- The speed or way in which a service is delivered.
- Any infringement of our Equal Opportunities Policy.

How do I make a complaint?

Informal complaints

Informal complaints can be made in telephone or in person to the Group Leader. You may wish to make an informal complaint if the problem or dissatisfaction is of a minor nature. Informal complaints will be resolved with you by the Group Leader to whom you addressed the complaint. Depending on the nature of the complaint, you may at that stage be asked to make a written formal complaint which will then be dealt with according to the procedure outlined below. If you wish, you may ask for your informal complaint to be logged.

If your complaint was an informal one, and you are not satisfied with the outcome, you should submit a written complaint and address it to the Group Leader. This will be treated as a formal complaint, as outlined below.

Formal complaints

More serious complaints or those to which you would like a written response should be made in writing to the Reflections Group Leader. You may also wish to make a written complaint if your informal complaint is not resolved to your satisfaction. If you wish your complaint to be treated confidentially, please address it to the Group Leader, and mark the outside of the envelope "PRIVATE & CONFIDENTIAL".

In any case, please give us as much specific information about your complaint as possible, such as dates, times and the names of any people concerned, otherwise it may be difficult to investigate your complaint. We will not be able to investigate anonymous complaints.

All written complaints will be logged by us, and we will aim to give you a written reply to your complaint within 10 working days of receipt. If it is not possible to investigate your complaint fully within that time, you will receive an interim reply giving you details of action taken or being considered to date and the name of the person dealing with it. In any case, you will receive a full reply to your complaint within four weeks of its receipt.

If the complaint is about the Group Leader, the letter should be sent to the Chair of Trustees.

What if I am not satisfied?

If you are not satisfied with the outcome from your formal complaint, you should ask for the complaint and our response to it to be considered by the Chair of Trustees and a panel of 2 trustees. If the complaint concerns the Chair of Trustees, the Chair of Trustees will convene a panel of 3 trustees (excluding the Chair). You should put this request in writing and address it to the Chair of Trustees. The Trustee Panel Chair will aim to give you a written reply to your complaint within 10 working days of receipt. If it is not possible to investigate your complaint fully within that time, you will receive an interim reply giving you details of action taken. You will receive a full reply to your complaint within four weeks of its receipt.

What if I am still not satisfied?

You have the right to take your complaint directly to the Charity Commissioners. You can do this before or after you go through Reflections own complaints procedures, although we would advise that you use our complaints procedures first.

Please address all complaints to the following address:

Reflections 57 Fairoak Drive, Eltham London SE9 2QQ

Telephone: 07981 741 499
