

## COMPLAINTS HANDLING POLICY

### **Purpose**

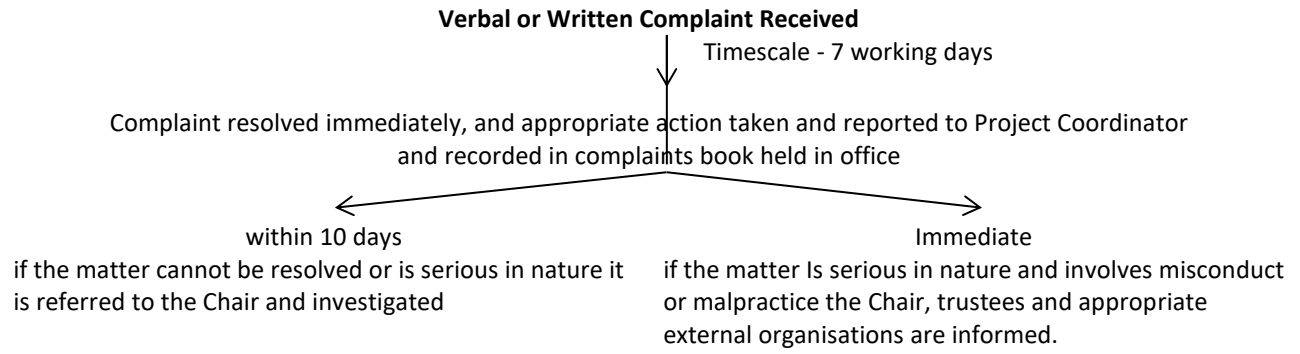
To ensure that Work Stress Solutions (WSS) develops a culture in which clients and members of staff feel they can raise concerns, express comments and make complaints that are dealt with quickly and effectively to the satisfaction of the complainant.

### **WSS endeavours to: -**

- Ensure that all trustees, staff, volunteers and course facilitators receive training in customer care and in handling complaints
- Monitor the reporting and handling of complaints within a prescribed timescale.
- Ensure that the Complaints Procedure below is reviewed annually.
- Monitor categories of complaints and ensure that any underlying causes are identified, and remedial action taken.
- Ensure that clients are aware of the Complaints Procedure.
- Inform the relevant Regulatory Body where a complaint is serious or complex.

### **Staff Responsibilities:**

- To be conversant with the Complaints Procedure and the flow-chart for handling complaints/concerns.
- To recognise when a concern/complaint is being raised and the need to report the matter immediately to the WSS coordinator
- WSS coordinator to record when a complaint/concern has been raised and to whom the matter has been reported together with subsequent outcome or to escalate (to Chair) if necessary
- To co-operate with any investigation relating to a complaint/concern.
- To ensure that **no** discriminatory action or non-action is made against a complainant.
- To work collaboratively within the team to identify circumstances which may have led to a complaint and identify remedial action.
- To ensure that clients will not be victimised for making a complaint.
- To ensure all data recorded, collected and deleted will be in accordance to our new Compliance and Data Handling Policy which reflect the General Data Protection Regulations (GDPR May 18)



Policy Review Date: This policy will be reviewed every three years.