

## PEER ACTION COMPLAINTS PROCEDURE

### 1. Introduction:

Peer Action aims to provide the best possible advice, support and services to its members, volunteers and other local organisations and at all times be open in its dealings with them. We are also held to be open and accountable to its trustees, funders, Charity Commission, funding organisations and partners

Peer Action is committed to improving the services we provide for our members and as such, we welcome feedback and complaints about these. We take any complaints seriously and consider each one important as a valuable response to the services that we offer. We keep a record of all comments and complaints and these are considered in the annual monitoring review and used to improve the organisation and its services.

- 1.1 From time to time, an individual or organisation may feel it has not had the best possible service that Peer Action aims to provide. In such instances, it is important that feedback is made, the circumstances investigated and necessary corrective action undertaken within reasonable time limits.
- 1.2 Complaints can be verbal or written and if you want some support in making the complaint from somebody independent then we will try to put you in touch with an appropriate support service. We will endeavour to respond to all complaints and the Trustees of Peer Action will be informed of all concerns raised.

If you wish to make a complaint, you should initially do so by speaking to a organiser or volunteer who should be able to resolve the issue at the time. If you do not feel comfortable speaking to the worker you can submit your complaint in writing to the Trustees of Peer Action. If your complaint is about a Trustee you can submit your complaint in writing to the Chair of the Board of Trustees at [chair@peeraction.co.uk](mailto:chair@peeraction.co.uk)

- 1.3 The following section provides guidelines on how to make a complaint and what to expect in terms of processing and responding to your feedback.

### 2. Conciliation (Verbal complaints on operational matters)

Anyone who is dissatisfied with any aspect of the work of Peer Action should initially make their feelings known **verbally and confidentially** to the organiser of the event or session in question. The event organiser will seek to satisfy any

complaint by conciliation and clarification of the issues involved. The event organiser would ensure the complaint would be noted and acted upon and reported to the steering group. .

Hopefully, the majority of problems can be satisfied by this informal process, however if the person making the complaint were not satisfied by the result of the above informal process we would welcome them using the following more formal procedures: -

### **3. Formal Procedure (Complaints about management or policies or serious issues)**

#### **3.1 First Stage**

3.1.1 Any complaint should be communicated to a steering member of Peer Action or send via email to 'peeractionemail@gmail.com' under subject of 'Confidential: Complaint'. If the complaint relates to a Trustee then the complaint should be either emailed to 'chair@peeraction.co.uk' under subject of 'Confidential: Complaint' or handed to a Trustee other than the subject of the Complaint.

3.1.2 The complaint should be in writing (letter or email) and may be anonymous (at this stage only) if the complainer requests so - either free form or using the complaint form if so desired and will be placed on the agenda for discussion at the next steering for open and confidential discussion among the steering members. The complaint must be as open as possible so that full facts can be ascertained

A Trustee or Steering member of Peer action will acknowledge in writing (letter or email) confirming receipt of the complaint ideally within three working days.

3.1.3 The chair or secretary of the steering group shall inform the complainant of the result of the investigation, and any corrective action taken. This will be completed within a week of the steering meeting unless circumstances prolong the investigation, in which case an interim report will be made to the complainant and new time-scale set.

3.1.4 If the steering Group or trustees feels it is appropriate or the complainer is not happy with the outcome then the complaint would need to be escalated to the trustees in written form and would no longer be anonymous

### 3.2. Second Stage

- 3.2.1 If the complainant is dissatisfied with the results of the enquiry and/or corrective action taken or if the steering Group or trustees feel it is appropriate – the complaint will be escalated to be discussed by the Trustees, the complainant and any defendants both have the right to put their full case (in person if they wish) to the Trustees. On escalation to the trustees the complaint will no longer have the right to remain anonymous and the full facts and any related documentations should be submitted to the trustees including names, dates and locations where appropriate. of Peer Action.
- 3.2.2 The Chair shall undertake any further enquiries and report the decision to the complainant within one week of the relevant Trustee Meeting.
- 3.2.3 The decision of the Trustees will be binding in this matter, and the Chair or Secretary would reply to the complainant in Writing with the outcome (if any) and decision on the complaint.

We are required to advise that submitting a complaint does not stop the complainant taking the right to make a formal representation to the charities commission. It should be noted however the grounds for the charities commission actually looking at such complaints are limited to investigating possible illegal behaviour only – not policies, activities or personalities.

All complaints and all feedback to Peer Action will be fully recorded and a report made to the Trustee Board on any complaints dealt with via this procedure. A written record will be retained of complaints.

### Revision History

Version	Date:-	Changes:-	Editor	OK
0.0	March 2015	Initial Approval	[Name] - Chair	

### Counter Signature/Approval

Signed:	
Position:	Date:
Review	Date