



COMMUNITY OF REFUGEES FROM VIETNAM East London

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COMPLAINT POLICY



This organisation is funded by Tower Hamlets Local Authority;
Registered Charity number 1080256; Company Limited by Guarantee, registration number 037833630

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1. Statement

Community of Refugees from Vietnam – East London (CRV – East London) will display the following statement at the centre:

“CRV – East London aims to provide services at an acceptable standard to all users. If we fail to do this, we would like to receive your feedback. This will enable us not only to deal with the specific problem but also to prevent it from happening again.”

This document sets out the procedure of how to make a complaint if you are unsatisfied with the service(s) you have received from CRV – East London. It also states the procedure which CRV – East London will follow to deal with complaints received from service users, an organisation or a member of the public. This policy does not apply to complaints made by staff, volunteers and job applicants as these are dealt with according to the Grievance & Disciplinary Procedure or Recruitment Procedure respectively.

2. Purpose

This procedure is meant to provide a way to resolve a dispute between CRV – East London staff and any complainant. It requires staff and Management Committee members at every stage to resolve the complaint. Complaints are likely to be in one or more of the following areas:

- Dissatisfaction with our service, such as inadequate work, problems with casework, unacceptable or failure to deliver a service
- Disputes between users and the organization regarding policy, procedures or activities
- Discourtesy or unhelpfulness on the part of staff
- Conflict of interest

3. The procedure

When someone wishes to submit a complaint, the following procedure should be adopted.

Where the complaint is against the Manager, the same procedure will be followed, but with the Chair of the Management Committee substituting for the Manager’s role at all stages.

The complainant may choose to work with a third party throughout the process. CRV – East London will provide a list of potential advocates when requested by the complainant.

Preliminary stage

The complaint should be made via completion of a Complaint form or by a request to make a verbal complaint

Stage 1

- The complainant will be invited to discuss the complaint with the Line Manager and the member of staff dealing complaints.
- Done in person or over the phone
- The Line Manager will keep a record of the conversation on the complaints monitoring sheet
- The Line Manager will endeavor to resolve the problem.
- If the complainant remains unsatisfied or where it is not possible to adopt Stage 1, then refer to Stage 2
- Stage 1 should be completed within 5 working days of receiving the complaint

Stage 2

- The complainant will be asked to put their complaint in writing to the Manager, marked Private and Confidential, providing as much details about the complaint as possible
- If the complainant is not able to put their complaint in writing, the complainant will be offered an interview with the Manager or his nominee.
- In this meeting, the Manager/his nominee will put the complaint in writing; obtain the complainant's approval for the content of this, and asking the complainant to sign to indicate they agree with the contents.
- The Manager will investigate the complaint and attempt to resolve it.
- The Manager may delegate any aspect of the investigation to a nominee.
- If the complaint involves a member of staff, the member of staff will be given an opportunity to put forward their account either in writing or by presentation.
- The Manager will ensure that the complainant receive a responding letter within 10 days of the complaint note being received. This letter will summarise what investigation has been conducted and what action (s) is proposed to resolve this matter. A copy of this letter will be attached to the complaints form.
- If a response letter is unsuitable, the complainant will be offered an interview with the Manager within 10 days as before. The manager will discuss the outcome verbally. A written record of this interview will be kept and signed by the complainant.
- If the complainant remains unsatisfied at this stage they should ask for the matter to be dealt with under Stage 3.

Stage 3

- When the complaint is resolved in Stage 2, the Manager should refer it the Management Committee Complaints Panel, sending copies of all written correspondence to Panel members.
- The Panel comprises of the Chair of the Management Committee and the designated Complaints Officer.
- The Complaints Officer will inform the complainant immediately that the referral has been done and the Panel will be contacting the member of staff that the complaint is made against.
- The Complaints Panel will notify the complainant of the details of the investigation, reasons, and decision within 15 days of the complaint being referred to the Panel.
- The Complaints Officer will keep records of the meetings and complete the Complaints monitoring form.
- The Complaints Officer will be responsible for reporting the Panel's findings to the next meeting of the Management Committee.

4. Recording and Monitoring Complaints

All complaints will be recorded and kept on file, which were resolved without being put in writing. The Complaint Monitoring Form shall be used. All complaints shall be treated with regards to the Confidentiality Policy.

The Manager will make a report once a year to the Management Committee summarising the nature of complaints received and how they were resolved.

5. Publicising the procedure

CRV – East London displays feedback forms in the activity room and in the office for users to submit their opinions. Feedback forms are also available at all outreach session and on home visits.



On request, this procedure and other information on making a complaint will be shown and explained to users by our advisers.

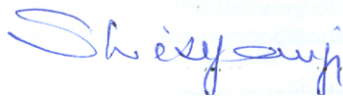
6. Ensuring the effectiveness of the Procedure

All Management Committee members will receive a copy of the Complaints Procedure.

Existing and new employees will be introduced to the Complaints Procedure via induction and training. The procedure will be reviewed annually and amendments should be proposed and agreed by the Management Committee.

The staff will ensure all relevant information relating to complaints are held in a central place for use at the review.

Checklist signed:



Dated: 1/09/2018

Chairman : Mr Jack Shieh – OBE

Implementation date: 1/9/2018

Next review date: 1/9/2019