

Comments, Compliments & Complaints Policy & Procedure

1. General Statement of Intent

- 1.1 Colchester Korban Project makes every effort to provide a high standard of service and to treat everyone equally and fairly. We continuously try to improve our services and we value any feedback that will help us to do this.

The project will review all comments, feedback and complaints, and our feedback procedures on an annual basis. This helps us to develop the services that work best for everyone, so please let us know what you think. We will report on user feedback in the Korban annual report.

We acknowledge that we may not always get it right and, when this happens, would like to know what has gone wrong so that we can sort out the situation as quickly as possible, and try to ensure that it does not happen again. This policy applies equally to young people whom we work with and to any organisation with whom we deal and any member of the public to whom we may be offering training, support, consultation, advice, information etc.

- 1.2 Korban believes that your views are important and that complaints give us valuable information about the way we provide our service and how we can improve it.
- 1.3 *How to make a complaint:* The first thing to do if you are unhappy about any aspect of our services is to bring this to the attention of one of the Korban staff members. They will try to resolve your concerns immediately. If you are unhappy at the way you have been treated by one of the staff members, please contact the Korban Board of Trustees.

To contact the Trustees, please put your complaint in writing by post or e-mail to the Chair of the Board of Trustees – *Tony Bushell* - VicarTone@aol.com or Colchester Korban Project, Bethany Place, St. Anne's Vicarage, Compton Road, Colchester, CO4 0BQ

- 1.4 Please make sure you tell us:

- what has happened;
- when it happened;
- the background to the problem, if you think it is relevant;
- what you've done to try and sort it out (if appropriate);
- what you want us to do to put things right (if appropriate);

- 1.5 We will acknowledge it within a week of receipt and investigate it as quickly as possible. We may contact you for further information.



**Colchester Korban
Reg. Office: Bethany Place
St Anne's Vicarage
Compton Road
Colchester
CO4 0BQ**

- 1.6 Normally the complaint will be investigated by the line manager of the member of staff responsible for providing the service you have complained about. This manager will write to you within 4 weeks telling you the result of his/her investigation. If you are not satisfied with the outcome, you can ask the Chair of the Board of Trustees to review the handling and investigation of your complaint.
- 1.7 This policy will be brought to the attention of those who use our services by:
- Ensuring it is displayed in any setting where we are directly responsible for work with children and vulnerable adults
 - Referring to its availability in all evaluation forms at training events, conferences etc
 - Posting it on our website
- 1.8 We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle. More information can be found in our privacy notice (long version).

Compliments and Comments:

If you are happy with the service or have any comments we would also love to hear from you. Either speak to one of the staff members/ volunteers, email or write to us.

Feedback on our work is an important element of our learning and development – please do contact us – directly or through our website at any time – www.korban.org.uk

Updated: 7th August 2018