

COMPLAINTS, COMMENTS AND COMPLIMENTS POLICY AND PROCEDURE

1. POLICY STATEMENT

Groundwork West Midlands (GWWM) is committed to providing a high quality, efficient, effective and accessible service to our stakeholders (our customers, clients and service users). Listening to and responding to feedback, good or bad, is one of the ways in which we continue to improve our services to our customers and service users.

This policy is intended to ensure that complaints and comments are taken seriously and that all feedback regardless of its nature is welcomed.

GWWM will acknowledge, listen to and investigate all complaints. We will always aim respond to any complaints between the customer or clients or service users and the organisation quickly and efficiently using the procedure outlined within this policy.

We welcome compliments, too, as this helps us to build on what we do well.

2. SCOPE

This policy applies to all Groundwork's stakeholders that use or are affected by its services whether those services are delivered by staff, volunteers or third-party suppliers. It also applies to the relationships we have with our clients and partners.

3. RESPONSIBILITIES

All staff members are responsible for the operation of this Policy and Managers will be responsible for overseeing its implementation. Reviewing and updating this procedure is the responsibility of the Executive Director.

4. DEFINITIONS

A **complaint** is an expression of dissatisfaction about the standard of service provided by GWWM, which includes services provided by someone acting on our behalf. This may fall into one of the following categories: -

- the way the services are provided
- staff attitude/behavior
- GWWM policies affecting individual stakeholders or groups of stakeholders

A **compliment** is positive feedback or praise about a service provided by GWWM or someone acting on our behalf.

A **comment** is written or spoken discussion, analysis, constructive criticism on any part of a service delivered by GWWM or someone acting on its behalf or a suggestion on how a service can be improved

5. PROCEDURE FOR RAISING A COMPLAINT, COMPLIMENT OR COMMENT

GWWM will deal with your complaint as quickly as possible. We will be fair, courteous and helpful. We will treat all complaints seriously, confidentially and in line with our equality, diversity and inclusion policy. We will keep you informed throughout the process.

How to raise a complaint:-

Level 1

A complaint can be made verbally or in writing (appendix 1: complaints, compliments and comments form can be used for this purpose) to any GWWM staff and in particular frontline staff with whom you have direct contact. We will try our best to resolve your complaint informally straight away by discussing this with you to understand where the service has failed and what resolution you would like to see. If we are unable to resolve the issue at this stage or you are not happy with our suggested resolution then your complaint will be passed to the next level.

If this is an urgent matter then you may wish to raise this via our Safeguarding/whistle-blowers helpline, details of this can be found on GWWM website:-

<mailto:https://www.groundwork.org.uk/Sites/westmidlands/Pages/contact-groundwork-wm>

Level 2

Within 3 working days of your complaint being escalated to level 2 you will receive acknowledgment from the appropriate Manager. They will undertake an investigation and send a written reply to you within 10 working days. They will provide the name of the relevant Groundwork West Midlands Manager should you wish to take your complaint to the next level.

Level 3

If you are not happy with the response, you can apply in writing to the named Manager for a review of your complaint. You will receive a reply from them within 21 working days.

Level 4

If you are dissatisfied with the Manager's review, you have a right to appeal to the Executive Director who will review the complaint alongside a member of the Board of Trustees and then feedback to you.

How to raise a comment or compliment:-

Please completed appendix 1: complaint, compliment or comment form and hand to a GWWM member of Staff. Alternatively, please send it to Groundwork West Midlands, First Floor Owen House, 17 Unity Walk, Tipton, DY4 8QL / wm@groundwork.org.uk or call us on 0121 530 5500

6. WHAT WE WILL DO

If your complaint shows that GWWM has failed in some way and is at fault, we will offer:

- An explanation
- An apology
- Action to rectify things and reassure you that the problem will not happen again

If your feedback is a compliment or comment we will acknowledge receipt your feedback and share this with our Member of Staff and their Line Manager. It is really important that we can share feedback with our Staff and therefore appreciate the time you will have taken to send this to us.

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7. RECORDING, REPORTING AND MONITORING

All complaints, compliments and comments received about any service delivered by the Trust will be recorded and these will be monitored at our Directors and Senior Managers' monthly meetings.

Approved by: Executive Director, January 2025.

Updated by: Office Manager, January 2025.

Review date: In line with current legislation every 3 years (January 2028).

APPENDIX 1

Complaints, Compliments and Comments Form

The reason I am completing this form is because I have a:- (please put X relevant box)

Complaint	
Compliment	
Comment	

Please provide your details (you can remain anonymous if you prefer, however we will be unable to feedback to you if we have no contact details for you):-

Name	
Address	
Contact number	
Email address	

Please outline below the complaint, compliment or comment which you would like to share with us (please continue on an additional sheet, if necessary)

Please describe as much detail as possible i.e. date and location of event, reason for raising the issue, member of Staff etc.:-

Have you already discussed this with a GWWM member of Staff?	YES		NO	
If yes, please detail their name, if known				

Please forward this completed form to:

Groundwork West Midlands, First Floor Owen House, 17 Unity Walk, Tipton, DY4 8QL. Or via email to any line manager or call 0121 530 550