



The Nidderdale Plus Partnership Company No 5331403; Registered charity number: 1163998

## COMPLAINTS POLICY

The Board and staff of Nidderdale Plus are committed to providing a quality service and achieving the highest standards of conduct. We will continue to improve our service by listening and responding to the views of our customers.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat any complaints seriously, whether it is made in person, by telephone, letter or email
- We deal with it promptly
- We respond in the appropriate way—with an explanation, information and apology, if required
- We learn from any complaints and use them to improve our service

This policy is not applicable for complaints about related organisations, issues and decisions.

**Complaints made by telephone** should be directed to the most appropriate member of staff or Board connected with the subject of the complaint. The member of staff or Board member should try to resolve the issue immediately. If the complainant is not satisfied with the answer given, they should be advised to submit a formal complaint in writing.

**Complaints made in writing** will be responded to within 15 working days from when the complaint is received. If it is not possible to give a full reply to the complaint in this time, we will give an interim response advising what is being done to deal with the complaint, when a full response might be expected and from whom.

If a complainant remains unhappy with the issue, they should write to the Chair of the Board who will review the situation and respond in writing with their findings.

Nidderdale Plus will always acknowledge when things could have been done better and will outline what changes will be made to ensure there will be no reoccurrence. Equally, if the complaint is not upheld, we will offer a full explanation.

**Reviewed by the Board: 20 October 2020**