

Nidderdale Plus Complaints Policy

The Board, staff and volunteers 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.

What is a Complaint?

A complaint is an expression of dissatisfaction, however made, about actions taken or a lack of action. A complaint may be made in person, by telephone, text, email, letter or other electronic means of communication.

Our Commitment when handling Complaints

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.

How we deal with Complaints

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 to the senior responsible member of staff. **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.

If the complainant is not happy with the decision of the Chair of the Board, they should get in touch with the Local Ombudsman who can act as an independent arbiter for the complaint. Contact details in this link:

<https://www.lgo.org.uk/make-a-complaint>

A complaint will be accepted from a third party on behalf of a customer where consent has been given to do so.

Reviewing Complaints

We regard complaints as a valuable source of feedback and an opportunity to review our procedures and to improve our service. We keep a record of each complaint received, the outcomes of the investigation and the reasons for any decision made. Our Board of Trustees will review each complaint to ensure that we understand the circumstances of the expression of dissatisfaction and to make any organisational changes where necessary.

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.

Approved at Trustee Meeting held on 8th October 2024.

This policy will be reviewed every three years