



Compliments and Complaints Policy

Pillar Kincardine strives for high standards in service delivery and welcomes feedback from members on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work.

Members may expect to be informed both verbally and in writing about the various activities, planning meetings and workshops taking place at Pillar Kincardine, and to have their comments, complaints and suggestions about the service taken seriously.

Forms will be available to members to make written suggestions or comments at any time. General issues can be raised at the Service and Session Feedback; with a member representative on the Board of Directors; or with one of the Pillar Kincardine staff. However members can raise an issue privately at any time and be accompanied, if they wish, by a supporter or representative.

The objectives of the Pillar Kincardine Compliments and Complaints Policy are to:

- Ensure everyone knows how to provide feedback and how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Provide members with a fair and effective way to complain about our work
- Ensure that compliments and complaints are monitored and used to improve our services.

Pillar Kincardine will ensure that we:

- Listen carefully to complaints and treat complaints as confidential, where possible
- Concerns or complaints that cannot be dealt with informally through discussion with other members and/or staff will be investigated by the Service Manager or a member of the Board of Directors (as appropriate) within 14 days of receipt.
- Record, store and manage all complaints accurately and in accordance with the Data Protection Act
- Investigate the complaint fully, objectively and within the stated time frame
- Notify the complainant of the results of the investigation and any right of appeal
- A member who is not satisfied with the outcome can speak to or write to the Service Manager and, if still not satisfied, ask for the complaint to be taken to the Board of Directors.
- Inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence
- Receive, on a yearly basis, a report on the number of compliments and complaints made, the outcomes of any investigations, and actions taken.