

Complaints Procedure

Adopted: June 2021
Review Date: June 2022

1. Complaints Process Overview:

- 1.1: Remedi welcomes feedback from all stakeholders and will prioritise any concerns/complaints received taking an honest, impartial and reflective review of the issues with a view to improve service delivery and confidence with our stakeholders.
- 1.2: Any complaint or negative feedback received from stakeholders will be reviewed impartially and fairly in accordance with this guidance.
- 1.3: For the purposes of this guidance we define stakeholders as:
 - Service users
 - Partner agencies
 - Staff/volunteers
 - Members of the wider public
- 1.4 Any complaint received (regardless of stakeholder) will be responded to within 48 hours with a confirmation of receipt
- 1.5 The person handling the complaint/feedback will keep the complainant informed throughout the process - the frequency will depend on the complainant and the level of investigation required. As a minimum an update will be provided to the complainant once in every ten working day period.
- 1.6 For the purposes of this guidance a complaint is defined as any stakeholder expressing dissatisfaction with the service they have received or how they have been treated. The majority of complaints will be dealt with by the local manager unless there is a conflict of interest and/or the complaint is sufficiently serious enough that it needs to be escalated immediately to a member of the senior directors team.
- 1.7 The process: Please see the FLOWCHART below
- 1.8 When concluding an investigation into complaints/feedback - the complainant will be made aware of the actions taken or actions that are planned to be taken.
- 1.9 If the complainant is unhappy with the actions (or proposed actions) they can escalate the issue to a member of the senior Director team. Once reviewed the stakeholder will be updated on the outcome. Following the senior directors input, if they are still unhappy with the outcome of their complaint they will be advised that there is no further review to be undertaken by us and we consider the matter closed.

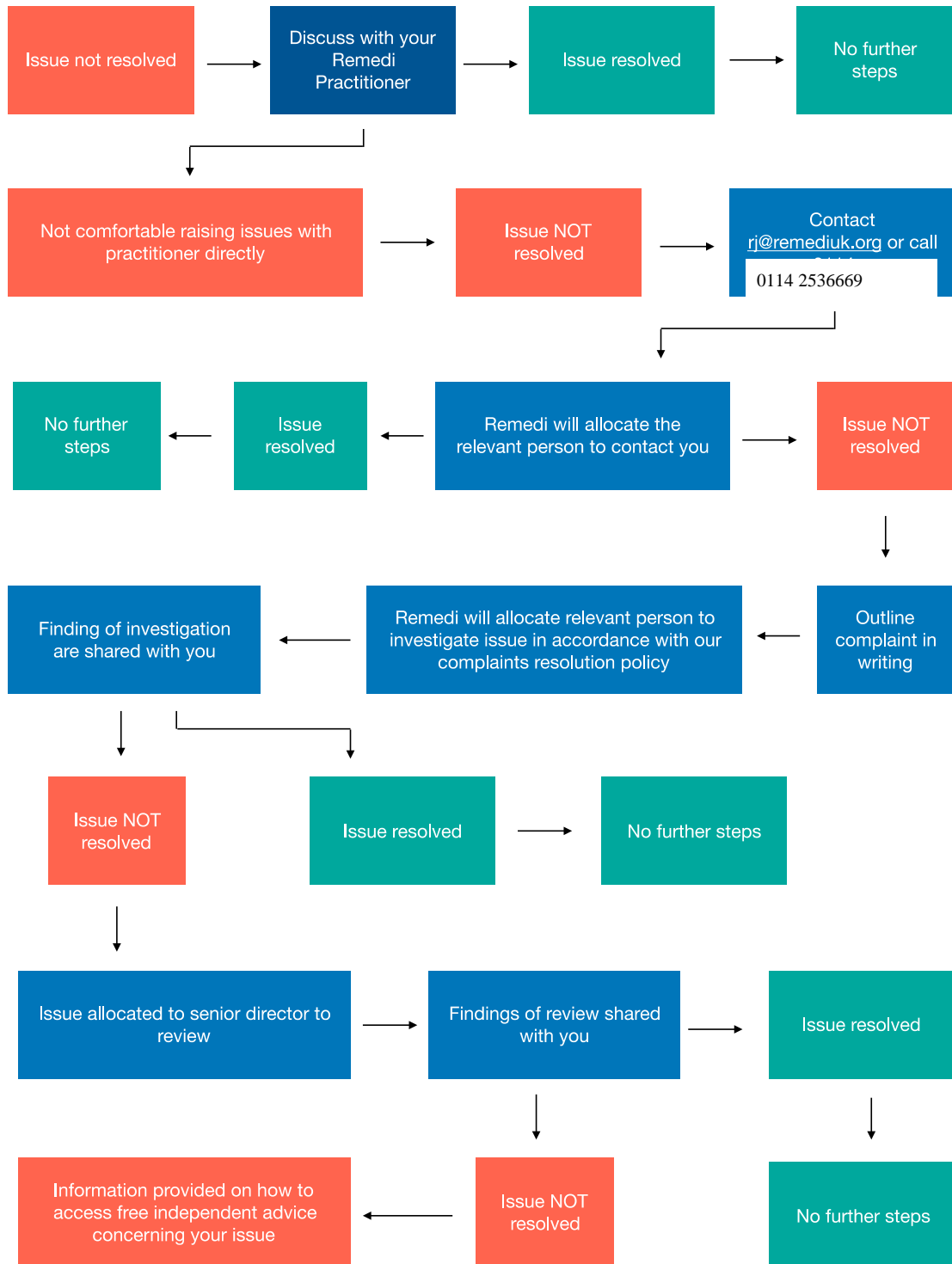
2. Process Flowcharts

Please find below:

- 2.1: SERVICE USER COMPLAINTS PROCEDURE
- 2.2: PARTNER AGENCY COMPLAINTS PROCEDURE
- 2.3: STAFF/VOLUNTEER COMPLAINTS PROCEDURE
- 2.4: GENERAL PUBLIC (NOT A SERVICE USER) COMPLAINTS PROCEDURE

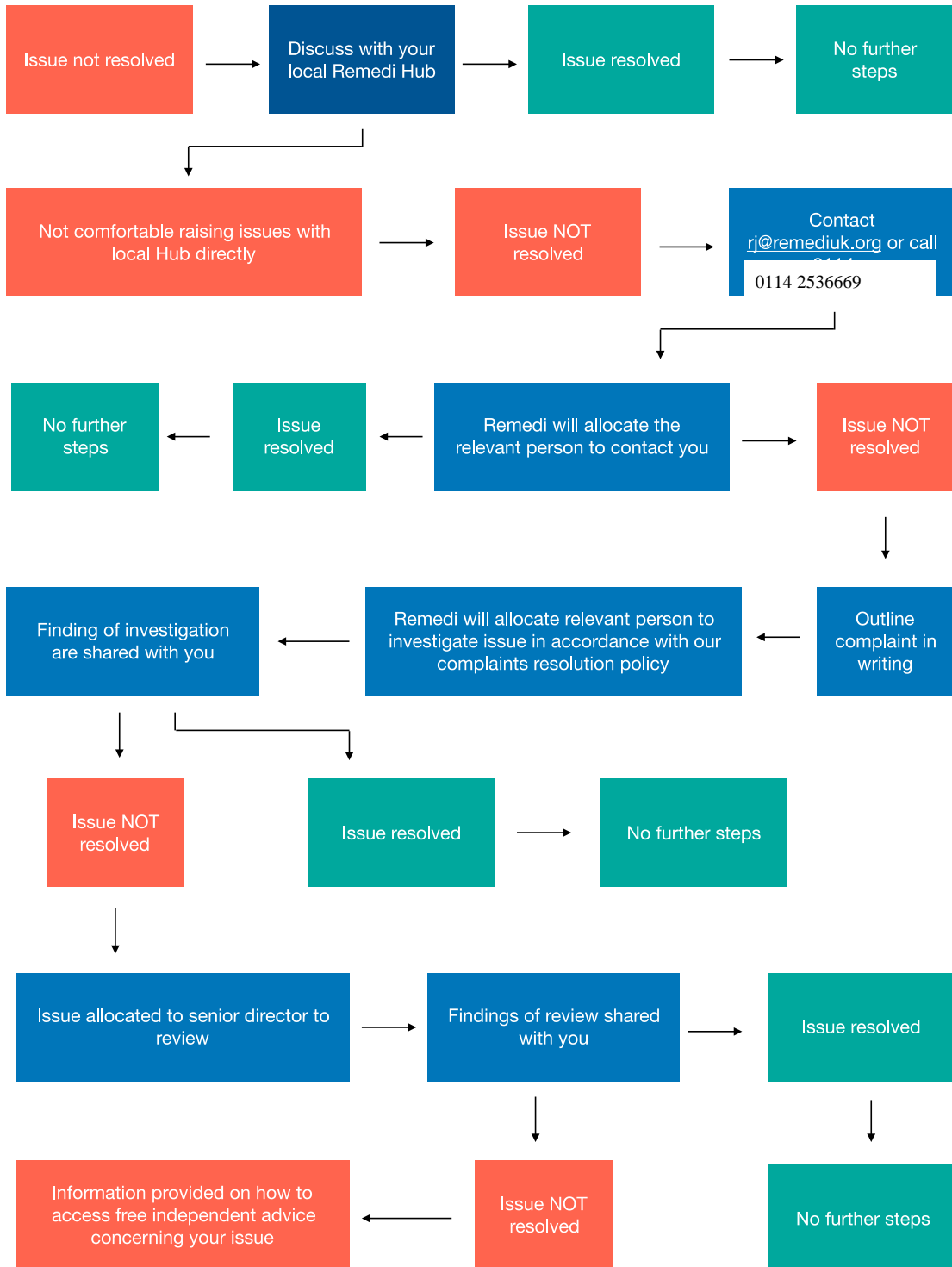
2.1: **SERVICE USER COMPLAINTS PROCEDURE**

INFORMATION FOR SERVICE USERS
HOW TO GET YOUR ISSUES RESOLVED WITH REMEDI



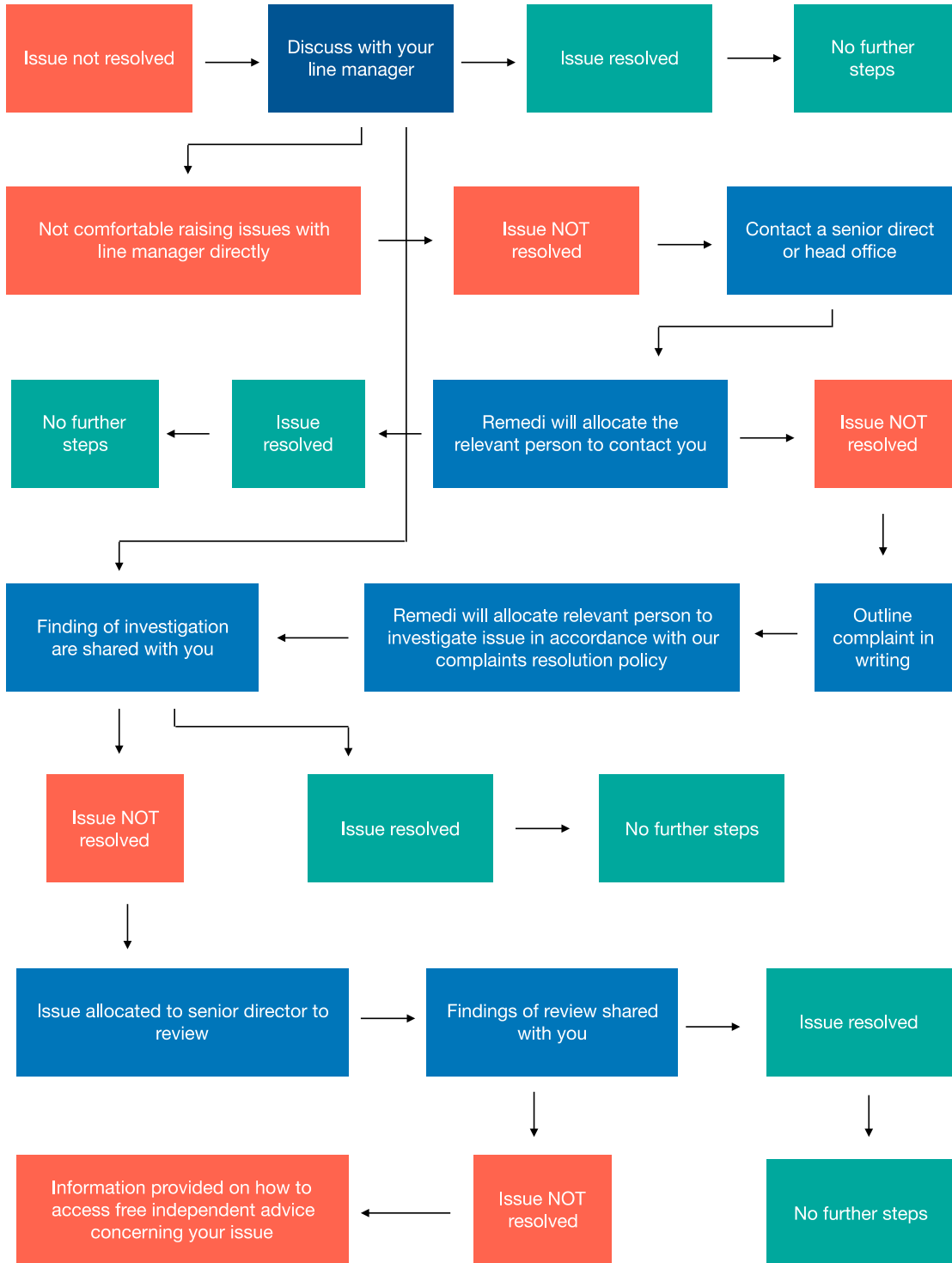
2.2: **PARTNER AGENCY COMPLAINTS PROCEDURE**

INFORMATION FOR PARTNER AGENCIES
HOW TO GET YOUR ISSUES RESOLVED WITH REMEDI



2.3: STAFF/VOLUNTEER COMPLAINTS PROCEDURE

INFORMATION FOR STAFF
HOW TO GET YOUR ISSUES RESOLVED WITH REMEDI



2.4: **GENERAL PUBLIC (NOT A SERVICE USER) COMPLAINTS PROCEDURE**

INFORMATION FOR GENERAL PUBLIC HOW TO GET YOUR ISSUES RESOLVED WITH REMEDI

