



The Reader Group Complaints Policy

Policy Number: US220813

Policy Title: Complaints Policy

Date Adopted: September 2010

Date Reviewed: February 2014, November 2016

Next Review Date: November 2019

Accountable Person: Associate Director of Facilities and Support

Policy Statement:

At The Reader Group all reasonable efforts are taken to make sure that the highest possible standards are maintained. We do recognise, however, that we don't always get it right. When that happens, we encourage group members, partners and customers etc. to tell us, so that wherever possible, we can put matters right or make improvements for future service delivery.

Aims and Objectives:

- To make it as easy as possible for a person to raise a complaint
- To ensure that the person making the complaint feels confident that their complaint is listened to and acted upon promptly and fairly.
- To ensure we learn from complaints and use them to make improvements.
- To provide an effective and straightforward complaints procedure
- To respond in the right way e.g. politely, timely and with regular updates

To Whom the Policy Applies:

Group members, customers, stakeholders, service users, partners.

Monitoring and Evaluation:

Regular monitoring and evaluation will be conducted by the Deputy Head of Support Services to identify any trends in complaints. The policy will be evaluated against:

- The number of complaints received.
- The number of complaints unresolved.
- Compliance by managers to the procedure and adherence to its requirements.

The Reader Group is made up of The Reader Organisation and the Calderstones Mansion House Community Interest Company.

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Complaints Procedure:

1. Introduction:

At The Reader Group we do realise that despite our best efforts we don't always get it right and every so often someone may feel more than a bit disgruntled either with individual members of our staff, managers or the organisation as a whole. Sometimes we can put things right; sometimes we can only explain ourselves and apologise. This policy and procedure will ensure we deal with the complaint either informally or formally depending upon the wishes of the person making the complaint.

2. Informal Complaint:

Misunderstandings can often be sorted out on an informal basis. It might be that the person making the complaint does it verbally to a member of staff and the problem can be resolved there and then. However, if the person complaining is not satisfied or feels that the complaint needs to be looked at on a more formal basis then a formal complaint should be made.

3. Making a Formal Complaint:

If you wish to make a formal complaint about The Reader Group, you should direct your concerns to our Deputy Head of Support Services, who will record it and appoint an appropriate person to deal with it. A copy of The Reader Group's Complaint Policy and Procedure will also be forwarded to you at this point.

Formal complaints can be made in the following ways:

- In writing – marking the letter 'private and confidential' and addressing it to the Deputy Head of Support Services, The Reader Group, Calderstones Mansion House, Liverpool L18 3JB
- By telephoning (0151) 729 2200 between the hours of 9 am – 5 pm and asking for the Deputy Head of Support Services.

In your letter or phone call you should provide the full details and circumstances of your complaint and the remedy you are seeking.

Complaints should be made within four weeks of the issue arising.

4. Timescales:

All complaints will be acknowledged either in writing or by telephone within 3 working days of receipt. Our aim is to resolve the complaint within this initial 3 working day period, however if this is not possible we will contact you to inform you of the person appointed to

deal with your complaint and to give you a timescale in which you will receive a full response.

It is expected that the majority of complaints will receive a full response and explanation within 10 working days of the receipt of the initial complaint. In particularly complex matters it may take a little longer to fully investigate. Where this occurs we will contact you to explain this and give you an update on where the complaint investigation is up to and when you can expect a final response.

Our aim is to provide a final response letter to your complaint within eight weeks of receipt of the original complaint.

If you are not satisfied with our final response then you have the option of writing to the Director, stating the reason why you are dissatisfied with the outcome. The Director will report the matter to the Board of Trustees who will review the situation and respond accordingly.

5. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and The Reader Group maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

6. Restrictions:

The Reader Group will attempt to resolve all concerns relating to its activities. However, there are certain types of complaints that we cannot deal with, including the following:

- Matters that have been (or are being) dealt with by a court or tribunal
- A grievance against The Reader Group arising from the execution of its obligations under law or binding agreement
- Complaints relating to the any of the following should be made directly to Liverpool City Council:
 - The park grounds
 - Lighting in the park
 - Dogs in the park
 - Park Users
 - Children's play areas
 - Pathways
 - Car parks

