



# Comments, Feedback and Complaints Policy

## **Introduction**

CHEXS is committed to ensuring that its work is of the highest quality. We believe that through effective management and investigation of comments, compliments and complaints we can identify learning to achieve high quality work and continuous improvement as an organisation and its services.

The following principles underpin CHEXS approach to handling comments, compliments and complaints.

- CHEXS recognises that comments, compliments and complaints are an important part of customer feedback.
- The procedure is fair, easy and as transparent as possible.
- The procedure is accessible to all regardless of age, disability, gender, ethnicity, belief or sexual orientation.
- Making a complaint will not harm or prejudice the service that is given to the complainant.
- Concerns and complaints are dealt with efficiently, appropriately and are investigated within the agreed time frame.
- Complainants are treated with respect and courtesy and receive appropriate support throughout the handling of the complaint.
- Complainants receive a timely and appropriate response, identifying the outcome of any investigation.
- Action is taken where necessary in the light of the outcome of the complaint. This might include an explanation or an apology and if relevant and appropriate, information on any action taken.
- Learning from complaints will be used to improve CHEXS's work and drive forward a culture of continuous improvement.
- It is very important that every effort is made to ensure anyone making a complaint understands the outcome of their complaint.
- CHEXS will recognise people's reasoning for making a complaint.

If you have positive or negative comments/feedback about our work or how we have helped you, please email [admin@chexs.co.uk](mailto:admin@chexs.co.uk) or via our website [www.chexs.co.uk](http://www.chexs.co.uk) via the contact us option so we can track that feedback and act on it where necessary.

## **Making a complaint about CHEXS**

If you have a complaint concerning CHEXS there are three stages that can be used to try to resolve the problem.

If your complaint is about the CEO then it should be addressed to the Chair of the Board of Trustees (marked private and confidential), which is ultimately responsible as trustees of the organisation.

### **Stage One (Informal)**

- To make an initial complaint (Stage 1), please speak to or email the individual(s) concerned or their line manager and we will endeavour to satisfy your complaint and let you know of any remedial action that is to be taken.
- If you don't know who to contact or do not wish to contact the individual involved, please email [lindaj@chexs.co.uk](mailto:lindaj@chexs.co.uk); Office Manager



- All complaints will be acknowledged by the member of staff to whom you communicated your complaint to within three working days from the date it is received.
- In order for us to resolve your issue to the best of our ability, please include as much detail as possible regarding your complaint, including any relevant communications or documentation.
- We will respond to Stage 1 complaints within 7 working days

### **Stage Two (Formally registering a complaint)**

- If you are not satisfied with the response you receive at Stage 1, or you would prefer your complaint to be formally investigated, you can request your complaint to be escalated to Stage 2, either through your contact at Stage 1, or directly to CHEXS, Theobalds Enterprise Centre, Theobalds Business Park, Innovation Place, Platinum Way, Cheshunt, WALTHAM CROSS EN8 8YD
- Please submit the details of your complaint in writing either by post or electronically by email to CHEXS CEO
- Your complaint will be acknowledged with 3 working days.
- A member of the SLT team will investigate your complaint and you will receive a full written response within 20 working days from the date of the acknowledgement.
- If you are not satisfied with the response to your complaint, you can speak to the CEO and given the option to appeal (Stage 3).

### **Stage Three (Appeal)**

- To appeal, please outline the reasons for your dissatisfaction in writing or electronically to the Chair of Trustees.
- This will be the final decision of the complaints process and will ensure the CEO reviewed the investigation, made any further enquiries and then delivers the reason for the final decision.
- The Chair of Trustees will respond in writing within 30 working days of receiving the appeal

### **Charity Commission**

If you are dissatisfied with CHEXS complaints process, you can contact the Charity Commission, who will be able to advise on whether they may be able to advise on the matter. The Charity Commission can be contacted at:

[http://www.charitycommission.gov.uk/About\\_us/Contacting\\_us/default.aspx](http://www.charitycommission.gov.uk/About_us/Contacting_us/default.aspx)