



Sample Complaint Procedure

Sometimes things can go wrong within a group. This information sheet explains how to deal with these situations gives examples of a complaint procedure and complaint form.

You may find that a person within the group has a complaint about another group member, an issue within the group or it may be a group beneficiary who has the complaint.

Most complaints can be resolved informally however some cannot and it is important to have a well-defined complaint procedure in place; the procedure is useful even if you never have to use it.

Sample procedure

There are 3 stages to the complaints procedure.

First stage

If you have a complaint you can contact us by phone, letter or email with the following information:

- The reason for your complaint
- Where and when it happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for
- Your contact details (name, address, daytime telephone number and email address)

[Group contact details]

We will try to resolve the problem as quickly as possible but if we cannot do this, for example because we need to investigate further, we will acknowledge your complaint within the following timescales:

- Either immediately or on the same day if you telephone us
- Within 48 hours if you contact us by email
- Within 5 working days if you send us a letter

You will be given the name of the committee member dealing with the complaint and when they will contact you either with a proposed resolution or update.

Second stage

If for any reason you are not happy with the resolution of your complaint, you can bring this to the attention of the Management Committee.

Please set out clearly in writing (by post or email) the details of the complaint, explaining why you were not satisfied with your response and what you would like us to do to put things right.

Send the mail to [groups contact details and named committee member]

Our Management Committee will send an acknowledgement within five working days of receiving your mail and will investigate your complaint and will respond within 10 working days. Please note a complaint may require detailed investigation that requires more than 10 working days, if this is the case then you will be notified in writing.

Follow Up

In order for us to improve the service we provide, we may wish to contact you within a month of your complaint being dealt with in order to check that you were satisfied with our resolution. Any information you give will only be used to ensure that we provide the best possible service we can.



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[Name of Organisation]

Complaints Form

To proceed with a complaint please complete this form and return to [insert]. This form will enable the complaint to be dealt with correctly.

Your name:

Your contact telephone number:

Your e-mail address:

Your postal address:

Postcode:

Please give details of any special needs we need to bear in mind when we are dealing with your complaint and communicating with you.

Date & time incident occurred:

Please give details of your complaint, stating names of staff/volunteers involved wherever possible. Please continue on a separate sheet if necessary



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If you have already spoken to the staff member/volunteer regarding your complaint please give his/her name:

What do you think should be done to put things right?

Please note that in investigating your complaint we may require you to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Your signature:

Date:

For Office Use

Date received:

Date acknowledgement sent:

Date outcome of investigation communicated to complainant:

Outcome of the complaint:

[Chief Executive]'s signature:

Date: