

# CASS THE CARERS ASSOCIATION

## COMPLAINTS POLICY AND PROCEDURE

### **Purpose:**

To ensure that complaints are dealt with effectively. The procedure outlines the actions that will be taken following receipt of a formal complaint.

CASS THE CARERS ASSOCIATION is managed by a Board of Trustees. This Board wishes to ensure that the organisation provides the best possible service and thus welcomes complaints as well as compliments and suggestions, so that the service provided can be monitored.

### **Scope:**

All complaints received.

### **Responsibility:**

CASS Board of Trustees, CASS Chief Operating Officer, all CASS staff and volunteers.

### **Procedure:**

If you have a complaint, please contact the Chief Operating Officer by telephoning 01785 222365 or writing to:

The Chief Operating Officer  
CASS The Carers Centre  
Suite 1a/1b The Whitehouse  
3a Chapel Street  
Stafford. ST16 2BX

Or e-mail: [mac.cock@carersinformation.org.uk](mailto:mac.cock@carersinformation.org.uk)

Alternatively, if you would prefer, you may write to: The Chairman of the Board of Trustees c/o the above address.

On receipt of a complaint:

- a) Chair of Board of Trustees will be notified.
- b) Chief Operating Officer to investigate and report back to the Chair of Board of Trustees.
- c) If the complaint is regarding the Chief Operating Officer the matter will be dealt with by the Chair of the Board of Trustees.
- d) Receipt of the complaint will be acknowledged within 7 working days.
- e) The Chief Operating Officer will discuss the problem with the complainant. If there is a meeting the complainant may wish to bring a friend to support them.
- f) The investigative process will be recorded.
- g) Following the investigation the Chief Operating Officer will advise the complainant of the result in writing, normally within 21 days of receipt of the complaint.
- h) In the event of dissatisfaction with the outcome of the investigation, the complainant may appeal against the decision to the Trustees stating the reasons for the appeal in writing.
- i) The Board of Trustees will then adjudicate on the matter.
- j) All complaints are recorded and monitored quarterly.

**Updated: December 2017**

**Approved by Board: February 2018**

**Next Review Date: February 2019**