

PORT SUNLIGHT VILLAGE TRUST

COMPLAINTS & FEEDBACK POLICY & PROCEDURE (Customers)



Policy Sponsor:	Estate & HR Manager
Approving Body:	Board of Trustees
Date Approved:	27/07/2016
Date of Last Review:	27/07/2016
Date of Next Review:	27/07/2017

Our Service to You

Port Sunlight Village Trust is committed to providing you with a high quality, accessible and responsive service that consistently meets or exceeds your expectations.

Your views are important to us because they help us to improve our services and ensure that we treat everyone fairly. We realise that on some occasions we don't always get things right and when this happens we need to know. Also, it is great for us to hear when we do get things right. The Trust views any form of feedback e.g. compliments or suggestions (including complaints) as an opportunity to learn and improve our services as well as an opportunity to put things right for you when something has gone wrong.

Definitions:

What is a Complaint?

A complaint is any expression of dissatisfaction, either informally or formally, about any aspect of the Trust that requires a formal response.

What is a Concern?

A concern is a problem raised that can be resolved and responded to straight away.

Feedback

Feedback is any type of information received, for example, a positive comment, compliment, suggestion or a thank you that the Trust can use to show that we are providing a valued and much needed service or to assist us to improve our services.

Confidentiality:

Confidentiality will be maintained as far as is possible. There are some situations where the identity of a complainant has to be disclosed. We will, at all times, exercise the utmost discretion when dealing with complaints or concerns raised. We will handle your information in line with data protection legislation

What we'll need to know

We need to understand your feedback, concern or complaint straight away. For us to do this, we'll need the following information:

- Your contact details, including telephone number and email address
- The nature of the feedback, concern or complaint
- Any names or dates that you have noted in relation to the incident
- Where relevant, what you would like us to do to put things right

If, at this point, we are able to resolve the issue straight away then we will log this as a concern. However, if the issue is unable to be resolved informally, **Stage 1 of the formal complaints procedure will be followed.** All formal complaints must be received in writing via; website, letter, fax, email or our Complaints & Feedback form. A copy of the Feedback form is available on request from our main office. Feedback can be provided in the above mentioned ways and additionally, via telephone.

NB: All formal complaints should be resolved within 28 days of the date at which the complaint was received by the Trust. Every endeavour will be made to reply within 28 days but occasionally complex matters or matters involving third parties may take longer to resolve.

There is no time limit on making a complaint, but it is best for the complaint to be made as quickly as possible after the incident/s occurred. If more than 6 months have passed between the incident (or latest incident) and the date when the complaint is made, then we may not be in a position to investigate it. If a complaint is made more than 6 months since the incident, the reasons for the delay in the complaint must be explained. However, explaining these reasons does not guarantee that the complaint can be investigated.

The Procedure

Stage 1 (Formal Complaint)

An acknowledgement letter will be sent **within 5 working days** of receipt of your complaint. This letter will include the **details of who will be investigating your complaint.**

You will be provided with a full response letter **within 28 days** of the date at which we received your complaint. This letter will include the details of who to contact if you are not satisfied with the outcome of your complaint at stage 1.

Stage 2 (Chief Executive - Appeal)

If you are not satisfied with the outcome of stage 1 you can appeal, in writing, to the Chief Executive. Details will be included in your full response letter from stage 1. The appeal must be received by the Trust **within 5 working days** of receiving the full response letter from stage 1.

You will receive an acknowledgement letter **within 5 working days** of receipt of your appeal.

The Chief Executive will review the information gathered about the complaint and the steps taken to resolve it. They will also review, in detail, the points raised in your appeal. Following this, they will contact you in writing, **within 28 days** of receiving your appeal, to inform you of the outcome.

NB: Please note that the decision made by the Chief Executive is final.

In the event that the complaint is about the conduct of the Chief Executive, the Chair of the Board of Trustees will investigate the complaint and provide a written response to you within 28 days of receipt of the complaint. If the Chair's response is unsatisfactory, at your own cost, you may be able to obtain further specialist advice and information from your local Citizens Advice Bureau (CAB), Specialist Advisory Service, Law Centre, Charity Commission, Housing Ombudsman or Solicitor.

Vexatious and Persistent Complainants and Unreasonable Behaviour

The Trust is aware that there may have been upsetting or distressing circumstances leading up to a complaint and some people may act out of character during times of difficulty or distress. However, the actions of complainants who are angry, demanding, vexatious or persistent may result in unreasonable behaviour towards Trust staff or our partner agencies. These actions are considered as unacceptable and when these situations arise; they will be managed outside of this procedure if necessary. Where a complainant is found to be vexatious, persistent or unreasonable, the complainant will be notified in writing that no further contact will be undertaken or contact may be restricted.

Monitoring and Learning from Complaints & Feedback

All complaint details, outcomes and actions taken are recorded by the Trust and used for service improvement. We record and collate this information to help us understand what issues are most prevalent and how well we are doing to resolve them. All feedback information is used to inform what we are doing well and to establish what is most important to the people who use or visit our services. This enables the Trust to provide services that people want and we encourage people to feedback at every opportunity.

We also use the above information to help us to:

- Get things right in the future if we have not done so already
- Be customer focused
- Be open and accountable
- Act fairly and proportionately
- Seek continuous improvement
- Ensure service provision is relevant

Quarterly audits of the complaints process are carried out to ensure:

- Compliance with agreed time scales
- The quality of investigations and responses
- The implementation of recommendations arising from complaints & feedback

Equality & Diversity

Port Sunlight Village Trust is committed to Equality, Diversity and Inclusion. We treat everyone fairly according to their needs, regardless of their race, religion or belief, sexual orientation, gender, gender identity, marital or civil partnership status, age, disability or pregnancy and maternity status.

Contacting Us

If you would like to contact us to discuss this policy or anything else, the best way to do this is by calling our main office on 0151 644 4800, we will be more than happy to assist you.

You may want to contact us in writing, our address is:

Port Sunlight Village Trust
23 King George's Drive
Port Sunlight
Wirral
CH62 5DX

If you prefer, you can contact us via email: feedback@portsunlightvillage.com

Or you can speak to a member of our team, in person, by visiting us at our office.