



One Place East  
Where disability matters

# Compliments, Comments and Complaints Policy

May 2022  
Next Review Date May 2025



One Place East is committed to providing the best possible services and we recognise that the way we manage compliments, comments and complaints is an important part of this.

### **We aim to ensure that:**

- People who use our services and the public know how to give a compliment, comment, or complaint to us and can do so easily – with support if they need it – and without fear of being victimised.
- Complainants are kept informed about timescales and progress when we investigate their complaint
- People are confident we will manage complaints honestly, constructively, sensitively, and fairly
- Staff are confident to manage complaints fairly, honestly, constructively, and sensitively
- Complaints are resolved at the earliest possible opportunity in the most efficient and effective way, causing the minimum possible hassle and stress to complainants
- Compliments, comments, and complaints are used to identify, share, and then implement, service improvements.

### **Who can make a compliment, comment, or complaint?**

A compliment, comment, or complaint may be made by an individual or a group.

### **How can a compliment, comment or complaint be made?**

We do have standard forms which people can use. However, these can also be submitted in other formats in order to meet access needs, for example on film, by email or in picture form. Details can also be given to a member of staff or a manager to record. The member of staff or manager will then read back the details to confirm they are correct.

### **Compliments and Comments**

Compliments and comments are valuable, welcome, and important. When they are received, they will be recorded and will be used to enable One Place East to: -

- understand that our service is being satisfactorily provided
- provide positive feedback to our staff
- influence our organisational and service development

## Complaints

### **The way we manage complaints will be:**

- Honest, constructive, and open
- Timely
- Consistent and fair, avoiding bias
- Confidential and sensitive, with each complaint being considered on its merit – and with due care being paid to individual differences and needs.

### **Process**

#### **Informal complaint**

If you have concerns about any of our services, then you should complain directly to the project manager of the service you are not happy with. They will try to resolve the problem straightaway.

#### **Formal complaint**

If you are dissatisfied with the results of the informal process and/or the corrective action taken, you have a right to put your case to the Chief Officer of One Place East. I

- The Chief Officer will appoint a staff member/Trustee of suitable seniority and experience to investigate the complaint. In the case of a complaint against the Chief Officer, the Chair or delegated Board member will investigate the complaint.
- The complaint will be acknowledged within 5 working days and will give the name of the person that is conducting the investigation.
- The complainant will be kept informed about the progress of the investigation.
- The aim is to conclude all complaints within 10 working days unless a different deadline has been agreed upon.
- When the investigation has been concluded you will be informed of the outcome and any actions that we have taken or plan to take to resolve the complaint.

#### **Appeal**

If you are not happy with the decision made, you have the right to appeal.

- This should be made in writing to the Chair of the organisation within 5 days of receiving the outcome of your complaint. Contact details will be given in the decision letter.
- The decision of the Chair on the appeal is final.

Comments, compliments, or complaints can be made to:

Chief Officer

One Place East

98-100 Ilford Lane

Ilford, Essex

IG1 2LD

Telephone: 020 8925 2435

Email: [Margaret.summers@oneplaceeast.org](mailto:Margaret.summers@oneplaceeast.org)





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## Complaint Record Form

Name: .....

Address: .....

.....Post code.....

Phone: ..... Mobile: .....

Email: .....

What are you complaining about?

Please give details of date and time of the incident/event including names, witnesses, what occurred and any relevant information that will help us to investigate your concerns.

.....  
.....  
.....  
.....

What should be done to put things right?

.....  
.....  
.....

Signature .....Date .....

Please return this form in an envelope marked 'Private and Confidential' to:  
The Chief Officer, One Place East, 98-100 Ilford Lane, Ilford, Essex, IG1 2LD

## Compliment and Comment Record Form

Name: .....

Address: .....

.....Post code.....

Phone: ..... Mobile: .....

Email: .....

### Compliment

Please give details of the person/persons/event you would like to give a compliment or thanks to:

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.....  
.....

### Comment

Please give details of the person/service/policy/procedure/event you would like to comment on:

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.....  
.....

Signature .....Date .....

Please return this form in an envelope marked 'Private and Confidential' to:  
The Chief Officer, One Place East, 98-100 Ilford Lane, Ilford, Essex, IG1 2LD