

Complaints & Compliments Policy

MAY 2024



T: 01274 223313
E: info@communityaccord.com
W: www.communityaccord.com

The aim of the compliments and complaints policy;
We recognise the need to provide a first class service, which is responsive to your views and this is reflected in our core values of:-

- Working as a team.
- Being open, honest and trustworthy.
- Working together with clients.
- Treating people fairly and being impartial.
- Using resources wisely.

We are committed to making it easier for you to provide feedback to us, and use your feedback to improve our services.

Compliments encourage us and inform our performance monitoring and quality.

Through our compliments and complaints policy, we will resolve your complaints quickly, effectively and fairly.

When dealing with complaints, we will look to resolve the complaint and leave you feeling that it was handled fairly and appropriately. The tone of our contact will be open, responsive and avoid unnecessary formality. Our written correspondence will use plain English and will be backed up with positive action to resolve your complaint. We are committed to treating all customers fairly and we take equality and diversity into account in a positive way.

The Process

First stage

We hope that the majority of problems can be resolved informally. If you have a complaint about any aspect of our service, we encourage you to approach the Organisation at the first opportunity so that the problem can be looked into informally. We will listen to your complaint and attempt to answer your concerns.

Second stage

If you are not satisfied with the outcome of this informal discussion, or you do not wish to use this approach, you are invited to put your complaint in writing to the Organisation so that a formal investigation can take place.

State clearly in writing what your complaint is about. Say who is involved, and give the dates, times, and instances of what you are complaining about. Include your name, address and telephone number so that we can contact you.





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The Line Manager will acknowledge your complaint in writing within 3 working days and will write to you with the results of the investigation within 14 working days.

Third stage

If you are still unhappy with the results of this investigation, you may ask the Organisation to escalate this to the Non Executive Directors. The Directors will not have been given the detail of what has already been done to try to resolve the situation; in this way, they will be able to bring a fresh approach to the problem.

The Directors will acknowledge your complaint in writing within 7 working days, and then make a further investigation into the complaint and the way it has been handled by the Co-ordinator. They will let you have the result of this in writing within 21 working days.

If the Directors cannot agree a solution that is acceptable to you, you are not bound to accept the Directors decision but the complaints procedure will, at this point, have reached its end.

To make a complaint, raise a concern or to give a compliment contact us via:- **Email** to - info@communityaccord.com

Call our office on **01274 223313**. Please leave a brief message and contact details or ask to speak directly to the Line Manager.

We will acknowledge receipt of your contact within 3 working days.

MONITORING AND REVIEW

This policy was last updated on 10th July 2025 and shall be regularly monitored and reviewed, at least yearly.



Company in England and Wales registration number 6450095