

OPTIONS FOR LIFE

COMMENTS, COMPLAINTS AND COMPLIMENTS POLICY

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

We want to:

- make it easy for people to make a comment or complaint, or compliment us
- help everyone, including those who feel vulnerable and powerless, to make their voices heard
- listen carefully and consider all comments, complaints and compliments
- carry out investigations fairly
- deal with complaints as quickly and effectively as we can
- make sure that people are satisfied with the way we handle their contact with us
- continually monitor and review the procedures and processes, ensuring there are no disincentives to making a comment, a complaint or a compliment
- help improve our relationships with all those who come into contact with us
- help improve people's opinion of Options for Life

This policy and the associated procedures do not apportion blame, consider the possibility of negligence or provide compensation.

All staff and volunteers will be made aware of this policy and the related procedures at induction, and will be adequately trained on an ongoing basis.

Disciplinary action will be taken against any members of staff who do not comply with this policy and the associated procedures. Appropriate action will also be taken in the case of any volunteers, service users or other persons who do not comply with this policy and the associated procedures.

This policy was approved and endorsed by the Board of Trustees on 16th November 2009, with next review due on 16th November 2010.

Related documents

Options for Life's Comments, complaints and compliments procedures.