

Policy for Dhiverse, Dales Brewery, Gwydir Street, Cambridge, CB1 2LJ	
Overall responsibility for ensuring staff work to this policy	Board of Trustees
Day to day responsibility for ensuring staff work to this policy	Chief Executive
<p>The aim of the policy:</p> <p>The main aim of this policy is to ensure that the complaints procedure is properly and effectively implemented, and that service users and other stakeholders feel confident that their complaint is listened to and acted upon promptly and fairly.</p> <p>Dhiverse believes that anyone wishing to make a comment, complaint or compliment should find it easy to do so. Whilst we welcome compliments, it is also our policy to welcome comments and complaints and look upon them as an opportunity to learn, adapt, improve, and provide better services and better ways of working.</p> <p>This policy does not apply to Dhiverse employees, trustees, volunteers, agency workers, sessional workers or interns, In the event they wish to make a complaint they should refer to the relevant Dhiverse policy e.g. Grievance, Whistleblowing.</p> <p>1. Making a comment or a compliment</p> <p>Comments and compliments may be made verbally or in writing to the Chief Executive.</p> <p>2. Making a complaint</p> <p>Complaints should be made in writing, preferably by email because this will enable us to deal with the issue quicker. However, you can complain by letter to the relevant person at the address at the top of this policy.</p> <p>Complaints should be sent to the Chief Executive. Contact details can be found on our website or you can call the office to ask for the contact details.</p> <p>If the complaint is about the Chief Executive, then you should make your complaint to the Chair of Trustees. If the complaint is about the Chair, it should be made to the Chief Executive or one of the Trustees. Details of all Board members are on our website, or you can contact the office or email enquiries@dhiverse.org.uk for contact details. Where appropriate if a complaint is made about a member of staff, it will usually be dealt with in line with the staff disciplinary policy and procedure.</p> <p>Your complaint should include your full name, address, contact number, contact email, date the incident occurred, where it occurred, who/what you are complaining about and why. Please give as much information as possible about the incident.</p> <p>We will acknowledge your complaint within 5 working days at which point you will be told who is managing the complaint. Following an investigation of the complaint we will aim to respond to you in writing within 28 days.</p>	

The time limit for making a complaint is 6 months from the incident, however it is always best to do it as quickly as possible after the incident occurred. At the discretion of the Board of Trustees the time limit of 6 months may be extended in some cases.

3. Appeals

If you are not satisfied with the outcome of your complaint you can appeal in writing within 3 months of receiving the outcome to either the Chief Executive or the Chair of Trustees. We will acknowledge your appeal within 5 working days and advise you of when you can expect to receive the outcome of a further investigation into your complaint.

4. Accessibility

If English is not your first language and you have difficulty understanding this policy, please speak to a member of staff and we will do our best to get the document translated or involve an interpreter. If you have a learning disability or autism and would like an easy read version or explanation of this policy, please speak to a member of staff and we will organize this for you.

5. Records

All comments or complaints together with the outcome will be recorded in the **Complaints Log** and reported to the Board of Trustees.

Compliments will also be shared with the Board and staff team. With the consent of the person making a compliment, compliments might be used as testimonials in promotional material or funding applications.

Signed (Employer)		Rob Turner, Chair of Trustees January 2019	
Responsible for policy review and update:		Chief Executive	
To be reviewed every 3 years or sooner if work activity, a specific situation or changes to the law dictate that a review is necessary/needed			
Reviewed and approved	April 2023	Reviewed and approved	
Reviewed and approved		Reviewed and approved	