



# Staff Handbook 17. Customer/Client Complaint Procedure

## 1 - Client Complaint Procedure

Staff should familiarise themselves with this procedure to ensure they are able to deal with a complaint from a client concerning Pecan, a member of staff or another client.

This policy is for external complaints. For internal complaints relating to small issues staff should speak in the first instance to their manager, or to another manager if they are better able to resolve the issue. More serious matters, please use the grievance policy, or, if relevant, the bullying and harassment policy.

### Guidelines for use

Hopefully we will never need to use these guidelines, but they are here for our protection so that we can resolve any dispute as amicably and rapidly as possible. We will always make mistakes, but it is important that we learn from them, and not try to hide them. The quality of what we do is shown most clearly by the way that we handle our mistakes.

### Staff action if someone wants to make a formal complaint

- Give the complainant a copy of the Complaints Procedure POSTER and form.
- Inform the relevant manager that someone is making a complaint.
- Inform the People and Partnerships Manager who will record the complaint on the Complaints Record.

### Client Complaint Procedure

Below are the steps we advise people to take and the actions from Pecan to deal with the complaint.

**Step 1:** *To start with, please talk over your problem with the member of staff or volunteer concerned. They will do their best to address your concerns and will be glad that you felt you could discuss it with them.*



### **Pecan response**

Listen! It is important that we hear what the complainant is saying. Try to understand before putting forward your point of view. Rather than looking to be proved right, see if there is a resolution or further information that needs to be imparted. If the complainant is still not satisfied, ask them to contact your manager and pass on the manager's details, the complaints poster and complaints form.

If the issue is deemed to be a complaint by the member of staff and or client then the member of staff needs to complete a customer complaints form (this could also be completed by the complainant). This will be passed to the People and Partnerships Manager.

**Step 2:** *If you would prefer not to speak with them, or are not satisfied by the response in step 1, then you are encouraged to take your problem to their manager. The manager will do their best to address your complaint and try to resolve it to everyone's satisfaction. You can make the complaint by verbally, by email or letter, or by completing a Customer Complaint Form. The manager will acknowledge your complaint within 7 working days.*

*They will then develop a Plan of Response to deal with your complaint and communicate this to you within 15 working days.*

### **Pecan response**

In writing, acknowledge receipt of the complaint within 7 working days. Listen to what is being said. Ask questions that will help to further your understanding of the issue and the background that has led to it arising. Speak to the member of staff and or volunteer concerned. Speak with witnesses if available. Seek to understand what has happened and what the factors are on both sides. Write back to the complainant within 15 working days with your plan of response.

The manager or customer must complete a Customer Complaint Form at this stage. This is to be passed to the People and Partnerships Manager.

**Step 3:** *In the unlikely event that you are still dissatisfied you can ask for the complaint to be reviewed by the Chief Executive Officer or, if they have already been involved, a Trustee.*

### **Pecan response**

This will be a review of the process to date and the actions taken by Pecan. The Executive Director or Trustee will write to the complainant and the manager with their assessment of the situation. As part of their assessment they may contact the parties concerned. If appropriate they will pass on details of prime contractors.



**Step 4:** *If you are still not satisfied, and the project you are connected with is part of a larger contract, we can direct you to their procedures for sub-contractor complaints.*

**Role of People and Partnerships Manager**

To keep a confidential record of all complaints on the complaints spreadsheet subject to data protection guidelines and in accordance with Pecan's agreed disposal policies. To time manage managers and, where relevant in the case of Step 3, the designated Trustee, to enable them to keep to the promised times.