

Comments, Complaints and Compliments Policy

This is the statement of general policy and arrangements for:	Dhiverse, Head Office, Dales Brewery, Gwydir Street, Cambridge, CB1 2LJ
Last reviewed	May 2018

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.

We welcome comments made verbally or in writing and will respond to those comments, where necessary, within 7 working days.

Anyone who feels they have been adversely affected by the behaviour or actions of a member of DHIVERSE's staff or Board of Trustees whilst they are acting on behalf of DHIVERSE, may make a complaint. Although the complainant may make a verbal complaint in the first instance, if the complaint is complicated or serious, they will be asked to put it in writing.

Staff or trustees cannot help the complainant with their complaint, but the complainant may be accompanied, facilitated, advocated for or represented by any other person of their choice. Where a complainant wants to have an advocate but does not know anyone who can do this, DHIVERSE staff or trustees may help them to find a representative through an advocacy service. Where a trustee has a complaint made against them, they are entitled to ask someone outside DHIVERSE to help them, e.g. someone from another voluntary organisation.

The aims of the policy:

The main aim of this policy is to ensure that the complaints procedure is properly and effectively implemented, and that staff, volunteers, service users and any other people or organisations that work with or liaise with us feel confident that their complaint is listened to and acted upon promptly and fairly.

Comments & Complaints Procedure

1. Making a comment or a compliment

Comments and compliments may be made verbally or in writing to any member of the Board of Trustees or staff.

2. Making a complaint

If the complaint is against a member of staff, the complainant should raise the complaint with the CEO. If the complaint is against the CEO or a member of the Board of Trustees the complaint should be raised with the Chair of Trustees.

If the complaint is against the Chair, it should be raised with the Deputy Chair or Treasurer, who will select other trustees to help him/her. Where appropriate when complaints are made against members of staff, it will be dealt with in line with the staff disciplinary policy and procedure.

The person dealing with the complaint will acknowledge the complaint within 3 working days. She/he will investigate the complaint and make

