



Complaints and Compliments Policy and Procedures

Introduction

Purple is committed to providing the highest standard of services to our clients, customers, partners and stakeholders. We encourage and welcome all views, comments, compliments and complaints to inform and continually improve our services.

The purpose of this policy is to explain how to give a compliment, pass on a comment, raise a concern or make a complaint. The policy will also detail how we handle, respond to and resolve issues.

Giving a Compliment

Purple appreciates when an individual tells us that we do things well. All compliments are logged on our Compliments Register and all feedback is shared with the individual and/or service areas highlighted.

Passing on a Comment

Comments or suggestions about any aspect of Purple's services can be made by contacting a member of staff or by using the contact details listed in Appendix 1. All comments and suggestions will normally be acknowledged within two working days and recorded on our Comments and Suggestions Register. Where the comment or suggestion requires follow up action, the relevant manager will be responsible for taking the necessary action.

Passing on a Concern

Concerns can be raised by contacting any member of staff or by using the contact details listed in Appendix 1. All concerns need to be passed on by the member of staff contacted to the relevant manager for the service area, or line manager if the concern involves a named individual. All concerns will normally be acknowledged within two working days. Where the concern requires follow up action or feedback, the manager of the service area to which it relates, or the line manager of the individual, will be responsible for taking the appropriate action.

Making a Complaint

Purple encourages all individuals who have a complaint to first contact a member of staff in the relevant service area. If the complaint can be resolved informally the issue will not continue through the formal complaints process. However, if the issue cannot be resolved, Purple will treat this as a formal complaint and will investigate accordingly.

Complaints Procedure

Once a formal complaint is received, Purple is committed to:

1. Treating all individuals fairly and equally
2. Respecting privacy, maintaining confidentiality and acting in accordance with the requirements of the General Data Protection Regulation.
3. Logging the complaint on the Complaints Register
4. Acknowledging the complaint within two working days
5. Assigning a Manager to investigate and respond to the complainant within our target of 10 working days
6. Investigating the complaint
7. Taking appropriate action to resolve the complaint
8. Reviewing and updating processes to improve our services, where this is required
9. Using concerns and complaints as part of ongoing staff training and development to improve service delivery

Any complaint arising from an act or omission that causes harm to an individual, has financial or potential legal consequences or could damage Purple's reputation will be reported to the Board.

If an anonymous complaint is received, whilst this cannot be acknowledged, we will investigate and resolve any relevant service improvement in line with our complaints procedure.

Conducting an Investigation

If the complaint is about the provision of a particular service, it will be investigated by the manager of that service area. If the complaint concerns a staff member, the investigation will be conducted by the manager of that individual. If the complaint concerns a service area manager, the investigation will be conducted by a member of the senior management team.

Where a complaint is made against a member of staff, they will be given the opportunity to comment.

The aim of the investigation will be to resolve the situation as soon as possible. Our target for this is within 10 working days. If the matter requires more detailed investigation, the complainant will be provided with an interim response and an indication when a full response will be provided. Any recommendations and remedial actions resulting from the investigation that will prevent future repetition of the issue and improve services will be implemented.

Escalating a Complaint

If the initial response to the complaint is considered unsatisfactory, the complainant can escalate the complaint, by writing to the Chief Executive Officer. Where a complaint involves the Chief Executive Officer, the complainant should escalate the complaint by writing to the Company Secretary. Contact details are listed in Appendix 1.

The escalation will normally be acknowledged within two working days and the Chief Executive Officer will aim to provide a written response within 10 working days.

If the response from the Chief Executive Officer is considered unsatisfactory, the complainant will have the option of writing to the Chairman of the Board, care of Purple's Company Secretary. The letter should be received within 10 days of Purple's written response being sent to the complainant and state the reason why there is dissatisfaction with the outcome.

Date Agreed: December 2016

Date Updated: June 2018

Review Due: June 2019

Appendix 1

Contacting Purple

Compliments, comments, suggestions, concerns and complaints can be sent to one of the following addresses, or raised with a member of Purple staff:

Ivan Peck House
Ground Floor
1 Russell Way
Chelmsford
Essex
CM1 3AA

Email: hello@wearepurple.org.uk

Telephone: 01245 392300

Information can also be sent via the 'Contact Us' form on the Purple website:

www.wearepurple.org.uk.

Communications for the Chief Executive Officer or Company Secretary should be addressed for their attention.