



COMPLAINTS POLICY AND PROCEDURES

JULY 2021

The Village Global Foundation is committed to providing a good standard of quality services to service users, other agencies and organisations.

This policy and procedure relates only to complaints received about the Village Global Foundation and its services.

The Village Global Foundation:

- will take seriously any concern or complaint and will look into it promptly, for resolution as quickly as possible.
- recognises that all service users, agencies and organisations
 - have the right to raise concerns or complaints about our services.
 - have access to clear information on how to voice complaints and concerns.
- makes sure that the complaints procedure is open to everyone who receives or requests a service from The Village Global Foundation and employees acting on the Foundation's behalf.
- will deal with complaints in line with The Village Global Foundation Confidentiality policy.
- will keep a register of all complaints, which is reviewed regularly by the Board of Trustees.
- makes sure that the complaints procedure is part of the process of monitoring the quality, effectiveness and non-discriminatory nature of its services.
- All staff, volunteers and Board of Trustees members are required to read, understand and comply with this policy and its procedures.

Introduction

The Village Global Foundation strives for high standards in service delivery and welcomes feedback from individuals, users of our services, stakeholders, funding bodies and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work.

Rationale:

- Ensure everyone knows how to make a complaint and how a complaint will be handled.
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames.
- Provide individuals with a fair and effective way to complain about our work.
- Ensure that complaints are monitored to improve our services.

The Village Global Foundation ensures that we:

- Listen carefully to complaints and treat complaints as confidential, where possible.
- Record, store and manage all complaints accurately and in accordance with the **Data Protection Act, Privacy Policy and Terms and conditions.**
- Investigate the complaint fully, objectively and within the stated time frame.
- Notify the complainant of the results of the investigation and any right of appeal.
- Inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence.
- Report on an annual basis, the number of complaints received, the outcomes and any actions taken.

What is a complaint?

A complaint is any expression of dissatisfaction by an individual, whether justified or not.

When to make a complaint?

An individual may make a complaint if they feel the Village Global Foundation has:

- Failed to provide a service or an acceptable standard of service or made a mistake in the way the service was provided.
- Failed to act in a proper way.
- Provided an unfair service.

Concern or Complaint?

It is important to establish the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the likelihood of their developing into formal complaints.

If you have any concerns about our work please contact us online so that we can quickly understand your concerns and try to put things right.

If you are not happy with the response to your concern and/or you want to make a formal complaint please follow the procedure below.

Complaints Procedure

The Village Global Foundation aims to settle the majority of complaints quickly and satisfactorily. The complaint may be resolved quickly by talking it through and explaining the concern, finding a solution and understanding the misunderstanding. However, sometimes there may be an occasion when the following steps need to be followed:

- Stage One – the complaint
- Stage Two – investigation
- Stage Three – appeal

Stage One - Complaint

The complaint can be written or if the individual prefers they can tell someone at the Foundation. The complainant will need to sign it. A complaint form is located at the end of this document.

Individuals wishing to make a complaint should contact us online at www.globeedtech.com or download and print this document and the form. Send this to Village Global Foundation, Eagle's Rest, Snake's Lane, Woodspeen, Newbury, RG20 8JY.

The complaint should include the complainants name and address, the nature and date of the complaint and how they want to see it resolved.

On receipt, each complaint will be allocated a reference number and logged on the complaints register. Complainants must receive an acknowledgement within 3 working days of receipt of a signed complaint.

Stage Two - Investigation

All complaints at this stage should be dealt with by the leadership/management. If they need to meet with the complainant, they will do so within seven working days of receiving the written complaint. This may happen online, or in a safe, socially distanced manner and environment and by adhering to the Government's Covid - 19 rules and requirements.

Complaints will be fully investigated, and a written response provided to the complainant within ten working days by the investigator.

The complainant will receive written confirmation of the outcome of any investigation, any recommendations/remedies made, such as reviewing of policies or appropriate improvement to our services.

Where the complaint is upheld an apology should be offered.

Occasionally investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent after ten working days and a final date given for a conclusion to be reached.

If an individual remains dissatisfied with the outcome from Stage Two they can appeal within fourteen working days of the date of the outcome and progress to Stage Three.

The complaints register will be updated, and any pending complaints flagged so they are followed up.

Stage Three - Appeal

If the complaint cannot be resolved to the complainants satisfaction at stage two, or if the manager feels that the complaint is of a very serious nature, or concerns a service leader then it will be referred to the Chief Executive.

If the complaint is about the Chief Executive then the matter will be discussed with two Trustees.

The Chief Executive and/or Trustees will acknowledge receipt within three working days, they will review the Stage Two investigation and recommend one of the following actions within ten working days (from the date the complainant stated they wanted to take the complaint to stage 3):

- Uphold the action taken at Stage Two
- Make changes to the Stage Two recommendation/actions

The complainant should be informed in writing of the outcome of stage three, the decision reached about this complaint will then be final but other options available to the complainant (as listed below) should be detailed in the letter.

If after the Village Global Foundation has been through the three stages and the complainant is still not satisfied with the result, they should be advised that there is no further right of appeal with the Village Global Foundation but they could approach any of the following agencies for advice:

- A solicitor
- Citizens Advice Bureau (UK)

This should be done within one month of receiving the outcome from the appeal.

Anonymous complaints

Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

Data protection

To process a complaint, the Village Global Foundation will hold personal data about the complainant, which the individual provides, and which other people give in response to the complaint. We will hold this data securely and only use it to address the complaint. The identity of the person making the complaint will only be known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applied or allegations are made which involve the conduct of third parties.

The Village Global Foundation will normally destroy complaints files in a secure manner six years after the complaint has been closed.

Monitoring

Complaints are an important tool which, alongside data provided by exit surveys, stakeholder surveys, user feedback and focus groups, will allow us to learn about the services we provide. They provide a useful source of information about how individuals see our services and how we are serving them. To ensure we can learn from complaints the following data will be collected (see the form below):

- Name and address
- Name of person dealing with the complaint
- Date of complaint and response
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Lessons learnt

Complaints information will be considered on a regular basis by the Management Team and reported annually to the Village Global Foundation board of Trustees. Wherever possible the data will be used to improve and develop the service.

CUSTOMER/USER INFORMATION	
Name:	Phone:
Address:	Email address:
Service used:	Service description:
COMPLAINT INFORMATION	
Date:	Written by:
Details of the complaint:	
How would you like this to be resolved?	
First response corrective action:	
Suspected cause:	
Corrective action person(s):	
Corrective Action Follow - up:	
What steps should be considered to avoid a repeat of the problem again?	

Date:	
Name of person completing this form:	
Signature:	
For office use only	
Complaint reference number (for the complaint register):	
Correspondence documentation (include dates):	