



CODE OF PRACTICE ON MANAGING COMPLAINTS.

Overview:

In an effort to ensure that Leyton Orient Trust provides quality service to their clients and associates the following complaints procedure has been developed to receive, track, action and monitor all complaints received.

Purpose:

This procedure deals with complaints from LOT clients and associates about the standard of services provided by Leyton Orient Trust and staff.

Responsibilities:

The people identified to carry out this procedure are responsible for compliance and completion of those tasks.

“Complaint” is when a client expresses dissatisfaction with any aspect of our:

- Service
- Policies
- Actions or behaviour of staff

Receipt of complaints – in person/ by telephone/ in writing:

Taking details:

Full details of the complaint are to be taken by any member of staff. Make sure a written note of all necessary details of the complaint i.e. incident details, any history related to the complaint and details of any other people that may be involved, name, address, full postcode and telephone number.

When you take the complaint, you are to advise the client that their complaint will be treated with the strict confidence. If any reports are produced, we will take care not to give out information that might identify them personally in accordance with 1998 Data Protection Act.

The details are to be forwarded to the Business Development Executive immediately upon receipt. On receipt of a complaint, the BDE will:

- Log the complaint on file.
- Send out acknowledgement within 24 hours, to the client giving details of the person dealing with the complaint.
- Relay the details of the complaint onto a relevant Manager responsible for that area of complaint.

IMPORTANT*Even in a case where a complaint has been immediately resolved details are still to be forwarded to the BDE to collate on file. This is essential for accurate monitoring and analysis of complaints.**

Written Complaints:

If any member of staff may receive a complaint by letter, it is to be date stamped and a note made that it has already been copied to the Manager concerned. The original should then be forwarded immediately to the Chief Executive.

Client Courtesy:

Complaints from the client should be dealt with confidentially, efficiently and with courtesy.

Details for the Manager:

All available details of the complaint will be forwarded to the relevant Manager responsible for the area of complaint.

The Manager of a complaint is responsible for ensuring that the complaint is investigated and replied to within the stated time scale.

10 Day Reply:

The relevant Manager will investigate and provide a written reply within 10 working days of the complaint being made. If for any reason this is not possible then an interim reply will be sent within the 5 days and a full reply will be guaranteed within 10 working days. A copy of all correspondence from the Manager to the complainant must be forwarded to the Chief Executive.

Categorisation of complaints:

All complaints will be categorised as to the nature of the complaint. The categories used are:

- Community Development/Education- all issues concerning services and facilities available under the Community Development/ Education.
- Building- All issues related to the community buildings and their services.
- Staff action or behaviour- All issues relating to the action or behaviour of staff.
- Equal opportunities- A complaint where a client feels that they have been unfairly treated due to race, religious beliefs, political opinions, creed, colour, ethnic origin, nationality, marital/parental status, sex, sexual orientation, age, or disability.

When a complaint is made up of a number of different issues it will be broken down into the different projects and treated as separate complaints.

Closing down Complaints:

A copy of the final reply is to be forwarded to the Chief Executive for the file to be closed.

Reviewed by Chief Executive:

Client asking for a review

If a client remains dissatisfied after the complaint has been investigated, they may ask the Chief Executive to review the matter. They may contact the Chief Executive at SCORE, 100 Oliver Road, Leyton, London, E10 5JY.

Role of the Chief Executive:

The Chief Executive will decide how the review will be conducted and who will carry it out on his behalf.

A copy of the request for the review will be forwarded to the relevant manager for a report back to the Chief Executive.

The request for a review is to be passed to the Business Development Executive for registration onto the database. The Chief Executive will send an official 24 hour acknowledgement to the complainant on the day this review is requested.

Replies for review cases:

Review cases will be replied to within 10 working days of the date of receipt of the request for a review. If for any reason this isn't possible then an interim reply will be sent with details as to when the final reply will be provided. Copies of all correspondence relating to a complaint are to be copied to the chief executive.

Signed:



Dated: January 2018

Reviewed: Annually