



## **Complaints / Grievance Procedure**

Reviewed May 2015

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### **Complaints Policy and Procedures**

The Committee and Volunteers who represent the organisation are committed to high standards of conduct and service at all times, and we recognize the rights of all members including: children, young people and their parents or carers to have access to our complaint's procedure. Should complaints arise it is MAODS policy to deal with all complaints quickly and efficiently. There is no restriction as to what issues may be complained about. It is our understanding that any matter which causes upset or concern may constitute as a complaint. Complaints may be made verbally or in writing, and the procedures are as follows:-

### **Verbal Complaint**

The complainant should ask to speak to any member of the Committee available. The member of the Committee will take details of the complaint, identifying both the nature of the complaint and, if appropriate, the individual against whom the complaint is being made.

Any complaint against an individual will be dealt with in a confidential manner. Should the complainant not want to speak to the committee member available, he/she can leave their contact details and they will be contacted by the Chair of the committee at the next appropriate time.

### **Written Complaint**

The complainant should write to the Chair of the Committee giving full details of their complaint and, if appropriate, who their complain relates to.

### **Procedure**

All complaints, written or verbal, are logged and the Chair of the committee will formally acknowledge receipt of the complaint, and provide a written response to the complainant within 10 working days, detailing where necessary the further course of action to be taken. Where it is not possible to provide a full response within this time frame, a letter will be sent to the complainant outlining progress and indicating when a response is likely to be forthcoming.

If the complainant is satisfied with the response, the matter will be considered to have been closed. If the complainant remains dissatisfied with the explanation, or course of action, he/she can appeal to the governing Committee members.

The Chair and Governing Committee will review the complaint and either decide that the action proposed is adequate or that a different course of action should be adopted. The outcome of this review will normally be communicated in writing to the complainant within 15 working days of the appeal being lodged. If the matter remains unresolved, he/she has the right to consult a mediator, agreed by both parties, and an agreed process will be put in place. The Committee reviews this complaints procedure annually or at shorter interval should good practice require it.