

ECS Complaints Procedure

Introduction

ECS aims to provide the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use by any person who use ECS services, where informal communication has not resolved the problem.

This is what you should do:

The complaint should be made either in person, or by telephone, letter or email to the Executive Directors who will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about one of our Executive Directors, the complaint should be addressed to the Chair (marked '*confidential*'). If the complaint is about the Chair, it should be addressed to the Executive Directors (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

This is what we will do:

The Executive Director (or Board Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Executive Director (or Board Chair) will agree any necessary further action with the complainant.

The complainant will have the right of appeal if dissatisfied with the results of the enquiry to put their case, in writing, to an appeal panel of Board members.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final, and no further appeal is possible.

The Executive Director (or Board Chair) will keep the Board informed of the number and nature of complaints, and the outcomes. The Executive Directors will report to the Board, regarding any complaints, at the earliest opportunity.

If you have a complaint, please contact:

The Executive Directors /Chair- Engaging Communities (ECS)
Suite 2, Opus House,
Priestly Court,
Staffordshire Technology Park,
Stafford, ST18 0LQ
Tel: 01785 224819

May 2018

Review Date: April 2019

This document is a statement of the relevant law where appropriate together with the Company's policies on the subject. The Company reserves the right to amend any non-statutory parts of this policy.

This document was current as at 18/06/2018. New Employment legislation and case law means that this document will become out of date and will need reviewing and amending, preferably every 12 months.