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**Compliments and Complaints Policy**

Reviewed Annually

**Introduction**

Ready Steady Read strives for high standards and we are committed to respecting the views of our beneficiaries, volunteers, funders, schools and other external stakeholders. Feedback from our stakeholders is invaluable in helping us evaluate and improve our work.

This policy relates only to complaints received by Ready Steady Read from external stakeholders or services users. Staff complaints will be dealt with in accordance with Ready Steady Read’s Volunteer Problem Solving Policy. All staff are required to familiarise themselves with this policy.

**Purpose**

The purpose of the Compliments and Complaints Policy is to ensure that;

* External partners know how to provide feedback and how a complaint will be handled
* Complaints are dealt with consistently, fairly and sensitively within clear and acceptable timeframes
* Individuals have an effective way to comment on Ready Steady Read’s work and services
* Compliments and complaints are monitored and used to improve our services

**Definitions**

* **Compliment**

A compliment is any expression of positive feedback by an external stakeholder

Compliments are valuable, welcome and important. They enable Ready Steady Read to identify when the services provided are satisfactory, influence our service development and quality assurance, and provide positive feedback to our staff.

* **Complaint**

A complaint is any expression of dissatisfaction.

Complaints are taken seriously and will be responded to in a timely, fair and consistent manner. They enable Ready Steady Read to identify when the services provided are unsatisfactory and influence our service delivery and quality assurance.

**Compliments and Complaints Procedures**

**Compliments**

Any external individual wishing to submit a formal compliment should submit this through the following methods

* email to [hello@ready-steady-read.org](mailto:hello@ready-steady-read.org)
* write to Joanne Walker

Ready Steady Ready

29A Holderness Road

HU8 7NA

Any formal compliments received will be recorded and any member of staff identified as being the subject of or contributing to any matter giving rise to the compliment will be notified.

**Complaints**

**Stage One**

Any external individual wishing to make a complaint should submit this through the following methods;

* email to: [hello@ready-steady-read.org](mailto:hello@ready-steady-read.org)
* write to: Joanne Walker

Ready Steady Ready

29A Holderness Road

HU8 7NA

We aim to resolve issues quickly and satisfactorily. Complaints will be recorded and acknowledged as soon as possible. A Ready Steady Read Trustee will be designated to review the complaint.

We hope that the majority of complaints can be resolved informally by speaking to the person(s) involved, either by telephone or face to face. However, in each instance where the complaint relates to a Ready Steady Read volunteer it will be dealt with in accordance with the Volunteer Problem Solving Policy.

The complainant will be advised that if they are not satisfied with the response to their complaint, they may appeal within 14 days of the initial response. The appeal may be based on the following grounds:

* A failure to follow procedure.
* The decision was wrong.
* New evidence subsequently coming to light.
* Apparent inconsistent approach.

The complaint will then progress to Stage Two.

**Stage Two**

The matter will be re-investigated by a second Trustee.

The complainant will receive written confirmation of the outcome of the appeal with 20 days of receipt with an explanation of the decision.

Alternatively the complainant may be invited to a meeting to resolve the issue.

Where there are any delays the complainant will be informed of the reason for the delay.

Any decisions and findings are final

**Anonymous compliments and complaints**

Compliments and complaints received anonymously will be recorded and considered. Action may be limited if fuller information is required to ensure a full and fair investigation.

**Data Protection**

To process a complaint, Ready Steady Read will hold personal data about the complainant. This will be held securely in accordance with the Data Protection Act 1998 and the General Data Protection Regulations 2018. The identity of the complainant will only be made known to those who need to consider the complaint. However in some circumstances it may not be possible to preserve confidentiality – for example where relevant legislation applies or allegations are made which involve the conduct of third parties.

**Monitoring**

Compliments and complaints are important tools, which along with user surveys and feedback, will allow Ready Steady Read to review the services we provide. They offer a useful source of information about how individuals see our charity and the services we provide. Any information obtained will be considered regularly, and where possible, will be used to improve and further develop our services.

Review Record

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| Policy Review Date | Action Required | Date action completed | Person completing review |
| July 2019 | None | August 2019 | Joanne Walker  AMJ Solicitors |
| August 2021 | Addition of reference to GDPR 2018 | August 2021 | Joanne Walker |