



Definition: A policy sets out the **strategic direction** of the organisation as decided by senior management. A policy will lay out a destination, but won't give any direction on how this is to be executed. For example a policy would contain a statement such as: 'Time and attendance with be tracked for all staff and contractors in a clear and consistent way', but wouldn't give any indication as to how that should be done.

| | |
|--------------------------|--------------------|
| Policy Name: | Complaints |
| Policy Owner: | Donna Lewis |
| Date Created: | 30.03.2021 |
| Next Review Date: | 30.07.2022 |

1. Policy Description:

This procedure provides guidelines on how to deal with complaints that we may receive about any of the services provided.

2. Purpose of the Policy:

The procedure provides:

- A straightforward means for women who use our services, our volunteers, or other professionals to make a complaint.
- A procedure for investigating the complaint.
- A means of keeping the complainant informed about progress as well as about the eventual outcome.



For women let down by the system.

For women with nowhere else to turn.

For women who've suffered.

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3. Scope:

WHAT IS A COMPLAINT?

Complaints cover a number of issues:

- Refusal of a service
- Withdrawal of a service
- The quality of services offered
- A specific incident which has caused concern.

GENERAL RULES

- A complaint must be dealt with as promptly as circumstances allow. Any undue delay could increase the gravity of the complaint.
- Staff should endeavour to exercise the greatest degree of courtesy, patience and attention towards anyone wishing to make a complaint.
- If in doubt about any aspect of the Complaints Procedure or of the nature of any specific complaint, staff should seek advice from the CEO/COO/ Service Manager.
- Anawim welcomes learning from feedback received by our clients and partners. Feedback is discussed and where necessary, changes will be implemented following approvals by the senior management team. Any material change that impacts the service and/or contracts we hold with our suppliers or partners will be communicated and agreed (if necessary) beforehand.
- Complaints related to the service we provide for and/or on behalf of our partners will be communicated either by email within a 48 hours timeframe. If the complaint is deemed as an emergency it may be necessary to communicate via a phone call followed by an email with the details and resolution of the complaint/s.



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- All complaints will be logged centrally and held in restricted files on Anawim's shared drive and Civi CRM. . The log will contain the details of the complaint, complainant, date of complaint, resolution and by whom.



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4. Definitions:

VERBAL COMPLAINTS

- Where an verbal complaint is made to a member of staff they should refer it to the Service Manager, or in her absence, a member of the management team, who will log it in the complaints folder on Anawim's shared drive which will only be accessible to Anawim's CEO and COO.
- Where the Service Manager or a member of the management team is able to deal with the complaint to the satisfaction of the complainant, she should take the requisite action as quickly as possible and in all cases within seven days. The outcome will be recorded on Civi CRM and in the Complaints Log on Anawim's shared drive.
- If the Service Manager is unable to satisfy the complainant, the complainant should be invited to make a written complaint to the COO/CEO at Anawim, 228 Mary Street, Balsall Heath, B12 9RJ or via our website www.anawim.co.uk (referrals@anawim.co.uk).

WRITTEN COMPLAINTS

- If a complainant wishes to make a written complaint the complainant should be invited to write to the Service Manager at Anawim, 228 Mary Street, Balsall Heath, B12 9RJ or via our website www.anawim.co.uk (referrals@anawim.co.uk).
- Where the Service Manager or a member of the management team is able to deal with the complaint to the satisfaction of the complainant, she should take the requisite action as quickly as possible and in all cases within seven days. The outcome will be recorded on Civi CRM and in the Complaints Log on Anawim's shared drive.
- If the Service Manager is unable to satisfy the complainant, the complaint will be forwarded to the Senior Management Team straight away.



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5. Monitoring and Review:

This policy is reviewed on an annual basis.

Acronyms:

| Acronym | Meaning |
|---------|-------------------------|
| COO | Chief Operating Officer |
| CEO | Chief Executive Officer |
| | |

Sign Off:

| Name: | Role: | Date: | Version No: |
|-------------|-------|------------|-------------|
| Joy Doal | CEO | 22/01/2021 | V3.0 |
| Donna Lewis | COO | 30/07/2021 | V2.0 |



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