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**Complaints and Feedback Policy**

**2018**

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7. **Introduction**

Phoenix Domestic Abuse Services aims to provide the highest quality of service in all its activities. We are committed to involving people who use our services in decisions about what is provided for them and to ensure satisfaction wherever possible. Everyone should be treated with respect and courtesy, and be given feedback if their wishes cannot be met.

We welcome all forms of feedback from individuals and families who use our service, as well as colleagues from partner agencies. Phoenix Domestic Abuse Services would like to know   
if anyone is not satisfied with the service they have received or with the conduct of staff.  
The management team will appreciate these matters being brought to our attention and careful consideration will be given to any formal complaint received. Suggestions for service improvement will also be welcomed.

1. **Policy ownership**

The Board of Trustees is responsible for approving this policy and for reviewing its content on a regular basis. The board is permitted to make changes before the review date in order to comply with changes to legislation and to meet the needs of the service.

1. **Scope and application**  
   This policy applies to all staff and is designed to highlight the procedure for receiving feedback and complaints.
2. **Policy Statement**

This section outlines the organisation’s policy response to complaints.

**4.1) Who can provide feedback?**

* Individuals and families who have used our services
* Members of the public
* Colleagues from partner agencies

(Phoenix DAS may only receive correspondence on the person’s behalf if they have told us directly that they give permission for someone else to act on their behalf.   
This may include being supported by an advocate or family member).

**4.2) Why provide feedback?**

* to make a complaint because someone is not satisfied
* to make a suggestion for ways we can improve the service
* to show appreciation or to let us know what is working well

1. **Complaints Procedure**

Any complaints of a criminal nature to be escalated to the CEO and/or the board as appropriate.

**5.1) Informal:**

Speak with your key worker, or give us a ring.

**Response:**

When an informal or verbal complaint is received, the member of staff you have been dealing with, or their manager, will contact you and try to resolve your complaint informally. We will try our best to resolve your problem quickly without any fuss.

If you are not satisfied with the outcome of an informal or verbal complaint or if you want to make a more formal complaint, see below.

**5.2) Formal:**

Complete the feedback form attached. You can send this to us via email to [**complaints@phoenixdas.co.uk**](mailto:info@phoenixdas.co.uk) or via post to **Chairperson**, **Phoenix Domestic Abuse Services, Phoenix House, Surgery Road, Blaina, Blaenau Gwent, NP13 3AY.**

**Response:**

* On receipt of a written complaint, the Chairperson will write to you to acknowledge your letter and will indicate when you can expect a considered response.
* A report will be prepared by the Management Committee for the Chairperson, who will decide what, if any, action should be taken. Within 28 days of receiving your complaint the Chairperson will write to you again answering your concerns.

Records of all complaints and the nature and outcome of each stage of the procedures will be maintained.

Throughout the complaints procedure you may, if you wish, have someone (such as a friend, family member or colleague) to speak on your behalf or to support you.

Help and advice on making a complaint and following this procedure may be available from advisory services such as Citizens Advice Bureau or NYAS Advocacy Service for children and young people.

**Respect**

Participants of the Phoenix Respect Programme can complain directly to Respect if they are unhappy with the service provided. See <http://respect.uk.net/> for more information.

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**Feedback form**

Phoenix Domestic Abuse Service is committed to providing high quality services. We welcome feedback from individuals and families who have used our services, as well as colleagues from partner agencies. To provide us with feedback, please complete this form and return to us. You can send this via email to [complaints@phoenixdas.co.uk](mailto:complaints@phoenixdas.co.uk) or via post to **Chairperson, Phoenix Domestic Abuse Services, Phoenix House, Surgery Road, Blaina, Blaenau Gwent, NP13 3AY**.

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| --- | --- | --- | --- |
| **Personal Information** | | | |
| **Your name** |  | **Telephone number** |  |
| **Email address** |  | **Address** |  |
| **Connection to the service** |  | **Preferred contact method** |  |

|  |
| --- |
| **Type of feedback provided** |
| Positive feedback ☺  Suggestions on how to improve the service  Complaint ☹ |
| **If your feedback is positive, can we quote your feedback?** Yes  No    (Sometimes we use feedback for marketing purposes such as on social media or our website.  Any feedback we use is anonymised, and we will never share your name and personal information) |

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| --- |
| **Please tell us about your experience** |
|  |
| **Complaints only – have you already tried to resolve this by speaking to a member of staff?** |
| Yes  If yes, what happened?  No  If no, what was the reason for this? |

**What happens next?**

A representative of Phoenix DAS may contact you to discuss your feedback.

If making a complaint, the Chairperson of our Board of Trustees will contact you on behalf of the organisation to discuss your feedback. They may need to gain more information from you, and they will agree with you how your complaint will be resolved.

**Respect**

Participants of the Phoenix Respect Programme can complain directly to Respect if they are unhappy with the service provided. See <http://respect.uk.net/> for more information.

**Thank you for taking the time to provide feedback.**