

Petersfield Voluntary Care Group

Complaint Policy and Procedure

Petersfield Voluntary Care Group recognises that a systematic approach is needed to resolve any issues if things go wrong. If an individual is unhappy with their experience, they should be able to make a complaint. They should be reassured that their complaint will not affect their access to or treatment by the group.

Procedure

- 1 Any complaint will be considered carefully and investigated fully in a confidential manner.
- 2 Most complaints can be resolved informally by discussing the problem with the individual making the complaint.
 - If the complainant is happy to do so, they should speak first to the individual that the complaint involves
 - This may not always be appropriate or possible and in that case, the individual making the complaint should contact the coordinator or another committee member.
- 3 If an individual wishes to make a formal complaint it should be made in writing to the Chairperson of Petersfield Voluntary Care Group unless it involves the Chairperson and in this case the letter should be sent to another committee member. If the complaint is against the Chairperson, then another committee member will need to address it.
- 4 The Chairperson/committee member should inform both the group's committee and, if appropriate, arrange a discussion with a member of the GNN Team.
- 5 The Chairperson/committee member will acknowledge receipt of the complaint within seven days.
- 6 The Chairperson will discuss the complaint with the individual making the complaint. to agree how it can be resolved. The individual making the complaint should have the right to offer their view of the complaint as part of the investigation and that all Investigation meetings should be held at neutral venues. Both parties should be offered the opportunity to be accompanied for support. There should be a note taker present at each meeting.
- 7 If possible, the complaint should be dealt with within 21 days and after gathering the information from the investigation enabling an informed decision the Chairperson/committee member will write to both parties to confirm the outcome.
- 8 The Chairperson/committee member will keep a record of all complaints made to the group including how these complaints were dealt with and how they were resolved.

Policy adopted on (date).....13 April 2026

Name MARY FAIR.....

Signed Mary H Fair.....

Date for review.....April 2027.....