



Tel: 0141 954 7554
Web: www.linkes.org.uk
Email: contact@linkes.org.uk
Registered Charity Number SC037175

Community Rooms, 200 Lincoln Avenue, Glasgow, G13 3PP

Complaints Policy

1. Introduction

Linkes aim to provide high quality, accessible and responsive services to all our members and people who use our services. We welcome every opportunity to monitor and improve the services that we provide. As part of this commitment, we have established a clear complaints procedure to enable individuals and organisations using our services to make suggestions and complaints.

2. Principles

- Linkes will plan, provide and delivery our services in a non-discriminatory way
- We recognise that there may be times when we make mistakes and get things wrong. In order to learn from these mistakes, we encourage people to comment or complain so that we can improve our services.
- We will inform people who use our services about our Complaints Procedure and support them to make use of it if they wish to do so.
- We will respond to all complaints and suggestions within a prescribed time as detailedl in the policy below.
- Our Senior Community Development Worker(s) will hold the responsibilities of 'Complaints Officer' for the organisation.
- Complaints may be made to any member of staff. All complaints will be dealt with by the appropriate line manager and/or by the Senior Community Development Worker, In the case of the complaint being made against the Senior Community Development Worker, this will be dealt with by the Chair.
- All complaints will be dealt with in confidence
- If the person complaining wishes to challenge a decision or response made to a complaint, they may appeal to a higher level within the organisation and will be given details of how to do so.
- This complaints procedure operates separately from disciplinary procedures for staff.



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3. Making a complaint

We define a complaint as a situation or instance where an individual or organisation considers that Linkes has fallen short of their reasonable expectations and wishes to express dissatisfaction.

Examples of causes for complaint

- Have you been refused a service requested from Linkes?
- Do you feel dissatisfied with any service given by Linkes?
- Are you unhappy with the way you have been treated by Linkes staff?
- Do you wish to challenge a decision or statement made, or an action taken by Linkes ?
- Have you any suggestions which you would wish to make to help Linkes improve and develop its practice and services?

Solving the problem informally

We hope that the majority of complaints can be resolved informally by speaking directly to the person or persons involved and/or their line manager. As a first step, you should therefore contact a member of the staff team who may be able to solve the problem informally with you. You can do this by calling the office and/or by coming into our base at 200 Lincoln Avenue during our opening hours. If the complaint is unable to be resolved informally and you wish to take the matter further, you need to make a formal complaint using the formal complaint procedure as detailed below.

How to make a formal complaint

- Verbally: to a member of staff. A staff member, representative or colleague, with your agreement, will then put your complaint in writing. It will then be referred to the appropriate line manager or Senior Community Development Worker as appropriate. If the complaint is about the Senior Community Development Worker, then this will be referred to the Chair.
- In Writing: to the appropriate line manager or Senior Community Development Worker as appropriate who will:
 - acknowledge receipt within ten working days



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- o send you a copy of Linkes complaints procedure
- o investigate your complaint

You can involve a representative or colleague both in supporting you to make your complaint and in any meetings where the complaints procedures are activated.

Linkes response to your complaint

Once you have made a formal complaint you will receive a written acknowledgement within ten working days. We will also tell you who is managing the complaint and provide you with their contact details so that you have a point of contact should you need to contact us.

You will receive a written response to your complaint within twenty working days with a full explanation and details of how Linkes proposes to remedy the situation.

If a written reply is inappropriate or insufficient you will be offered the opportunity to meet with the line manager or Senior Community Development Worker, to discuss the matter in detail in an attempt to meet a satisfactory outcome.

You will be informed in writing of the outcome of any such meeting, normally within two working weeks of the meeting. The response will inform you of the outcome of your complaint.

It may not always be possible to commit to the prescribed timescales, if for example the complaint is complicated and/or if relevant staff are unavailable or on annual leave. However should this be the case, we will write to you to explain and let you know an expected timescale for our response and will keep you up to date throughout regular intervals of the investigation.

Making an Appeal

If you are not satisfied with the outcome or response to your complaint you may appeal in writing to:

- the Senior Community Development Worker (as appropriate), if it has been dealt with by a line manager



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- the Chair, if it has been dealt with by the Senior Community Development Worker.
- A small working group of the board, if it has been dealt with by the Chair.

This should be done within a maximum period of twenty-eight days of receiving written notification of the outcome of your complaint.

You will receive a written acknowledgement of this within ten working days. You will be given a full response in writing within twenty working days.

If you are still dissatisfied you can raise the matter directly through the Chair, who will normally appoint a small working group from the board to deal with the complaint. You will be informed of the outcome in writing as quickly as possible. The decision of the Working Party will be final so far as the organisation is concerned.

4. Confidentiality

All investigation records will be stored confidentially.

5. Monitoring of Complaints

All complaints will be recorded regardless of whether or not the complaint was meritorious.

Complaints will be tracked by Senior Community Development Worker and a report will be prepared on at least a six monthly basis for discussion by the Board. If no complaints are received a nil return will be presented.