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COMPLAINTS, COMMENTS & COMPLIMENTS PROCEDURE

Aim of Procedure

In recognition of volunteers and service users' rights, Triple A Project believes in giving all people involved with Triple A Project a formal structure to raise a complaint, make a comment or to make a compliment. This structure is not the same as staff grievance and disciplinary procedures, as it is designed to be slightly informal, whilst remaining fair and open, demonstrating good practice. All volunteers and service users have a right to be made aware of these procedures.

Complaints Procedure

In the first instance, an informal chat about the complaint will be offered. However, if the issue has not been resolved or the complainant wishes to pursue a formal complaint, the procedure is:

Stage One:

When a service user, volunteer or member of the public feels he/she has cause for complaint, he/she should raise the matter with the CEO. Your complaint will be recorded, and the matter will be dealt with immediately, or can be discussed at another time by arrangement to suit.

Stage Two:

If the complainant still feels that the matter has not been resolved, he/she should write the details of the complaint in a letter or email to the Chair of Trustees. On receipt of the letter, the Chair should request a written summary from CEO outlining what has happened in the previous stage. If appropriate, the Chair may then hold a further three-way meeting with the complainant and

the CEO to attempt a final resolution of the matter. This meeting should take place within 3 weeks of receiving the letter of complaint.

The complainant may request to bring a friend or relative with them to this meeting. The meeting should be minuted and signed by all parties present and a copy kept on file. After this the Chair will write to the complainant within two weeks to confirm the outcome of the meeting.

If, however, the Chair decides on first receiving the letter of complaint that a meeting is not appropriate, then he will write to the complainant within two weeks of receiving the letter to state a final decision on the matter.

Every effort must be made to fairly accommodate the issues raised by the complainant. In certain circumstances, where issues cannot be resolved, it is good practice to review the needs and aspirations of the individual when they first accessed Triple A. If these are not now being met, then the individual will be supported in looking for alternative options outside of Triple A.

Acting on the results:

Triple A is committed to achieving the highest possible standards in everything it does. If the complainant is unhappy about the service it provides, then it wants to hear about it in order to improve.

The complaints system has been developed so that Triple A can deal with complaints as quickly and effectively as possible. Triple A will do everything it can to put things right and will review the procedures where necessary to prevent problems happening again.

Comments and Compliments

TRIPLE A aims to provide a good quality service at all times. As such, feedback is valuable from anyone involved with Triple A services and would welcome positive feedback. These comments and compliments will be recorded to encourage and strengthen Triple A's reputation when reporting back to Trustees, volunteers, service users, partners and funders.

Last reviewed: December 2025