



## Complaints Policy

**Policy Statement:** SaverA UK recognise the important of complaints and view them as an expression of dissatisfaction which needs a response. We welcome such complaints and view them as opportunities to learn and to improve accessibility and equality of our services.

**Scope:** This policy and associated procedures are applicable to any person currently receiving or seeking a service from SaverA UK, who want to make a complaint. Complaints may also be received from agencies and services that SaverA UK works with, as well as members of the general public.

**Definitions:** A complaint is an expression of dissatisfaction about a standard of service, action or lack of action. It is a criticism that can include:

- Unsatisfied of service and response to the organisation standard
- Unhappy of Staff/Volunteers or others involved, behaviour or any inappropriate response
- Result of negligence or carelessness during response to an individual
- Discriminatory behaviour

**A complaint is not:**

- To provide or respond to information request
- A contractual dispute
- A request, amending or changing information e.g. amend personal details

**Procedures for making a complaints:** It is hoped that most complaints can be dealt with informally by the appropriate SaverA UK staff. However, it is recognised that not all issues can be resolved in this way and require a formal complaints mechanism. In those occasions, the complaints must be in writing and also the responses. All complaints will be recorded and stored in line with SaverA UK Data protection policy and the GDPR policy

**How to make a complaints:** All formal complaints should be made in writing either directly from the individual or the organisation making the complaints or through someone acting on the individual/organisation behalf. For accessibility the complaints can be voice recorded and need to ensure the following



- Outlining clearly the fact of the complaint (not state as an opinion)
- The date and time it took place
- Location it took place
- The name of the staff/other people who may involved
- Contact details of the individual making the complaint

**Formal complaints:** All information obtained through the course of the complaint will be treated in a confidential manner and in line with the Data Protection police and GDPR of the organisation.

Managers and Team Leaders will be responsible for ensuring compliance with the complaints process in their area and support the investigation of a complaint.

Any formal complaints will always be overseen by SaverA UK CEO and the Board of Directors

To make a complaint, email (CEO) on [afrahq@saverauk.co.uk](mailto:afrahq@saverauk.co.uk)

**The timeline of the complaints:** The individual/organisation will receive an acknowledgement of the complaint within 5 working days. We will also outline the steps to be taken in investigating the complaint and the time limits for the completion of the investigation.

Where the complaint will be investigated, the CEO or/and Board of Directors must endeavour to have the investigation concluded within 30 working days of acknowledgment of receipt of the complaint. If the matter is going to take longer, the complainant should be given an indication of the time it will take to complete the investigation.

In some circumstances we may bring a HR specialist to support us with the investigation.

**The investigation may include:**

- Holding interview/s with the complainant, giving them an opportunity to give their version of events and to provide evidence/explanations in relation to their actions.
- Holding interview/s with other relevant parties giving them an opportunity to give their version of events and to provide evidence/explanations in relation to their actions.
- Informing all parties interviewed of their right to be accompanied by a support person/an advocate or a third party.
- Giving the complainant the opportunity to identify what they would like to happen as a result of making the complaint.

# SAVERA UK

- Managing the expectations of the complainant and being clear with the complainant about the sequence of events leading to the complaint and the root causes of the complaint.
- Ensuring any conclusions about the complaint are based on a logical flow to the evidence supporting the complaint.
- When the investigation of the complaint is complete the CEO/Board of Directors may produce a report which could include:
  - ✓ Background information on the complaint;
  - ✓ Sequence of events;
  - ✓ Findings of the investigation;
  - ✓ Recommendations which they consider appropriate;
  - ✓ The CEO/manager meets the complainant to discuss the outcomes;
  - ✓ The manager ensures that the Complaints Log is updated in regard to the outcome of the investigation and any action plan;
  - ✓ The CEO and manager oversees the implementation of the Action Plan in the agreed time frames.

**This policy is not relevant to staff employed by Savera UK. They will follow the organisation policies that are relevant to staff**

*This policy will be reviewed every three years.*

Action	Responsibility	Date	Date to Review
Policy updated	CEO & Board	March 2023	2026