

## LLGS Complaints Procedure

This procedure requires all parties to respect and agree to a policy of strict confidentiality. In administering this procedure due and appropriate consideration should be given to any relevant guidance documents which may have been adopted as an Annex to this Procedure.

### Step One

To begin with any issue a service user is not happy with should be informally discussed with any volunteer and may be resolved at that point.

### Step Two

A complaint that a service user wishes to make official or one not resolved informally, about the services provided or the behaviour of a volunteer providing the service, should be discussed with the Secretary or written down and sent to the Secretary ([secretary@llgs.org.uk](mailto:secretary@llgs.org.uk)).

It is necessary for the person making the complaint to make it clear that this is an *official complaint* and he/she wishes the complaints procedure to be put into action. If they wish to be informed of the outcome of any investigation the service user must give us their contact details, which will be kept strictly confidential.

The Secretary will refer the complaint to the Coordinator of the relevant working group unless the complaint is about that person in which case the Secretary will deal with it personally. If the complaint is about an individual volunteer it will be handled by the Secretary. If the complaint is about the Secretary then one of the Co-chairs will handle the complaint.

The Secretary, Co-chair or Coordinator of the particular working group will investigate the matter fully and reply to the complainant within four weeks of the complaint being received. If he/she agrees that the complaint is legitimate he/she will send an explanation, apology and action plan for making sure the problem does not happen again. If he/she does not agree with the complaint an explanation of why not will be sent to the complainant.

The complainant can either accept the decision or appeal.

### Step Three

Any complaint, which has not been resolved, will be brought to a meeting of the Management Team. The Trustees will appoint a sub committee of at least two members who will consider the complaint and, if they agree that the complaint is legitimate, the Co-chair will send an explanation, apology and action plan for making sure the problem does not happen again.

If they do not agree with the complaint, an explanation of why not will be sent to the complainant. The Co-chair of the Committee will write to the complainant within four weeks of the complaint being received by the Committee.

A person bringing forward a complaint may withdraw it at any time.

If the person bringing the Complaint is still not satisfied they may appeal to the Telephone Helplines Association (THA). THA can be contacted on 0845 120 3767 or email at [info@helplines.org.uk](mailto:info@helplines.org.uk).

On formal serving of legal papers or the start of legal proceedings the above procedure will be terminated.

**January 2008**