



Complaints, Compliments and Suggestions Policy

Current Policies & Processes

February 2022



Policy name:	Compliments, Comments and Complaints Policy
Policy number:	AT14
Replaces:	Complaints Compliments and Suggestions Policy February 2022
Adoption date:	July 2023
Next Review date:	July 2024

We aim to provide the best services possible to our members, partners, volunteers, and all the people we work with across Oldham, Rochdale and Tameside.

Your feedback helps us develop and improve our service, so we have processes in place to make sure you can share your compliments, comments and complaints.

1. Compliments and Comments

It's great for our staff and volunteers to hear about the positive difference they've made.

You can share positive feedback with us by:

- Writing to Action Together, 80 Union Street, Oldham, OL1 1DJ
- Emailing info@actiontogether.org.uk
- Calling 0161 339 2345

All positive feedback will be collated and kept by our HR Officer. Compliments for individual members of staff or volunteers will be fed back to the person via their line manager and the Chief Executive will be made aware.

Quotes from feedback may be used in our website, ebulletins, promotional materials and reports to promote the work and impact of Action Together.

If you have a comment or suggestion to make about our service, please use the same channels as above. We collate compliments, comments and suggestions in order to make improvements to our services.

2. Complaints

We take any complaint about our services seriously, and will act on the feedback you provide.

Complaints should be made in writing and addressed to the Director of the locality in question, Oldham, Rochdale, or Tameside, by:



- Writing to Action Together, 80 Union Street, Oldham, OL1 1DJ
- Emailing info@actiontogether.org.uk

Our locality Director will acknowledge the complaint within five working days of receiving your letter.

If the complaint relates to a member of staff, the Director will speak to the person's line manager. The line manager will interview the staff member and will make notes of the meeting, which will be recorded in the staff member's personnel file along with a copy of the original complaint. Should the line manager feel that disciplinary action is warranted, they will follow Action Together's Disciplinary and Capability Procedure.

The Director will be informed of the outcome and will send a response to you within 28 working days of receiving the complaint.

If you are not satisfied with the response or feel unable to address the complaint to the Locality Director, please put your complaint in writing to the Chief Executive of Action Together. The Chief Executive will acknowledge receipt of your letter within eight working days if possible.

If you have appealed to the Chief Executive to review the response to your complaint, an investigation will be carried out by Action Together's Chair, or another member of the Board acting on their behalf. The Chair will aim to reply to you with their conclusions within 15 working days of receiving your complaint, alongside a clear explanation of the reasons for their decision. This response will be final.

All complaints will be recorded along with our responses and any actions taken. The number and nature of complaints are reported to our Board on a quarterly basis in the Chief Executive's Board Report, and the Board may request further details if necessary.