

The Diamond Centre for Disabled Riders



COMPLAINT HANDLING PROCEDURE

March 2023 (V7)

Name: Claire Snowdon **Position:** Chair of Trustees

Dated: 1st March 2023



COMPLAINT HANDLING POLICY

Introduction

This document describes the Complaint Handling Procedure for the Diamond Centre for Disabled Riders.

Application

This Policy applies to all users of the Diamond Centre.

There is a separate Grievance Policy for Diamond employees, which is addressed in the Diamond Centre's Employment Handbook.

Control Objective

The objective of this Procedure is to ensure that complaints are managed in a fair, timely, effective and consistent manner.

Person Responsible

The Trustees of the Diamond Centre have overall responsibility for Complaint Handling.

The day-to-day responsibility for ensuring that complaints are dealt with in accordance with this policy is delegated by the Trustees to the Centre Manager.

Definitions

A complaint shall be deemed to mean any written statement from a user of the Diamond Centre or any person acting on their behalf, alleging a grievance involving the conduct, business or affairs of the Diamond Centre.

A complaint should include at least one of the three following elements:

- Complaint about the Diamond Centre; or
- Potential damages or damages suffered; or
- Request of corrective measures.

Acknowledgement Letter

When the Diamond Centre receives a complaint, an acknowledgement letter will be sent to the complainant within 7 working days.

The letter will include the following elements:

- Name of the person responsible for managing the complaint;
- Anticipated date of the outcome.

Resolution Letter

A letter will be sent to the complainant explaining whether the complaint has been upheld and if so, how the complaint will be resolved, setting out any remedial action that will be taken.



Appeals Procedure

The complainant has the right to refer the complaint to the Trustees, in writing within 14 days of the Resolution Letter, if they consider the complaint has not been handled correctly.

Representatives of the Trustees will consider the appeal and respond within 7 working days.

The decision of the Trustees will be final but will not preclude outside legal action. Trustees will not enter into gagging arrangements with complainants.

Complaint Log

All complaints must be submitted in writing to the Centre Manager (of the Chair of Trustees, if more appropriate).

All complaints will be logged in the Complaint Log.

The Complaint Log must, at least, include the following information:

- Date of complaint
- Complainant's name
- Nature of the complaint and the circumstances
- Name of the person who is the subject of the complaint
- The date and conclusions of the decision rendered in connection with the complaint.

Complaints in the Complaint Log will be maintained for a period of 7 years, following the resolution date.

Change of Procedures and Remedial Measures

The Trustees will monitor all complaints and ensure that appropriate remedial measures are taken, if necessary and provide recommendations for change to procedures if appropriate.