

Community TechAid Complaints Policy

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Introduction

Community TechAid views complaints as an opportunity to learn and improve on our services, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Community TechAid knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do
- To ensure that all complaints are treated seriously;
- handled fairly without bias or discrimination;
- treated confidentially

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Procedure

Community TechAid aims to provide high quality services and we believe we achieve this most of the time, however if we are not getting it right please let us know.

In order to ensure our services remain at a high and continuously improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your experience with Community TechAid.

Making a complaint

If you are unhappy about any of our services, please speak to the relevant staff member or manager. If you are unhappy with an individual within Community TechAid sometimes it is best to tell them

directly. If you feel this is difficult or inappropriate then speak to the Chief Executive Officer or the Chair of Trustees. You will find relevant contact details at the end of this page.

All complaints received will be logged, and we will take the necessary steps to investigate the matter.

Hopefully we can resolve the matter immediately. However, if the issue is more complex and an investigation is required, we will contact you within 10 working days with either the result of the investigation or an interim response with actions already taken or being considered.

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chief Executive Officer. (If your complaint is about the Chief Executive Officer, please write to the Chair.)

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the board of Trustees, which will decide on any further steps to resolve the situation.

Review

This policy is reviewed regularly and updated as required.

Contact Information

contact@communitytechaid.org.uk

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