



Complaints, Comments & Compliments Procedures

Date approved by BoT: 26/03/2018				
Is reviewed:	Annually: <input checked="" type="checkbox"/>	Bi-annually:	Project Determined:	
Policy applies to:	All: <input checked="" type="checkbox"/>	Trade Staff:	Trustees:	Volunteers:
Staff member responsible for policy monitoring and implementation		Name: Job Title:		
Date for review:	March 2019			

Policy will be reviewed sooner in response to changes in related legislation or guidance.

All aspects of the policy are monitored as ongoing practice. Review will be carried out by the Board of Trustees.

I. Introduction

1. Trade Sexual Health is committed to providing its members and service users with the best possible services which meet their needs and to ensuring that they are treated fairly and with respect.
2. Comments, complaints and compliments provide feedback about what our service users think of our services and this feedback will be used to assist Trade Sexual Health in continually improving its services.
3. This procedure should also be used by volunteers.
4. The Grievance Procedure should be followed by a member of staff who wishes to raise a grievance.

II. Definitions

1. A **complaint** is defined as being any expression of dissatisfaction with the service that Trade Sexual Health provides, whether it is justified or not.
2. A **comment** is defined as being the expression of an idea, suggestion or opinion on how Trade Sexual Health could improve its services.

3. A **compliment** is defined as being feedback which informs Trade Sexual Health that it has provided a service well.

III. Procedure for Comments and Compliments

1. If an individual/group wants to make a comment or compliment about Trade Sexual Health's work this may be done either verbally or in writing.
2. If an individual wants a verbal comment/compliment to be dealt with in accordance with the procedure used for complaints, rather than being seen as an informal matter, this must be made clear at the time the comment/compliment is being made.
3. When a comment/compliment is received, it will be recorded by the Admin Team to ensure it is tracked and responded to within the specified timescales.
4. The Admin Team will pass the comment/compliment to the appropriate manager who will reply to the person making the comment/compliment. The reply will include details of any action which Trade Sexual Health is to take as a result of the comment/compliment, where appropriate.

IV. Complaints Procedure

1. If you are not happy with Trade please tell us:
 - If you are unhappy about any Trade service, please speak to the relevant staff member or Co-Director.
 - If you are unhappy with an individual at Trade sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the staff member's manager or Co-Director.
2. Often, we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

V. Making a written complaint

1. If you are not satisfied with our response or wish to raise the matter more formally, please write to a Director. (If your complaint is about a Director, please write to the Chair of the board of Trustees.)
2. All written complaints will be logged. You will receive a written acknowledgement within three working days.
3. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not

possible, an interim response will be made informing you of the action taken to date or being considered.

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

Chair: Nigel Burbidge
Address: 2nd Floor, 27 Bowling Green Street, Leicester. LE1 6AS
Tel No: 0116 2541747
Email Address: chair@tradesexualhealth.com

5. If you are unhappy with the response you get, remember you can go to the other levels and bodies detailed such as:

- Independent Advice: **Voluntary Action Leicester (VAL)**

Address: 9 Newarke Street, Leicester, LE1 5SN
Tel No: 0116 2580666
Email: info@valonline.org.uk

- Government Guidelines – **complain about a charity**
<https://www.gov.uk/complain-about-charity>

6. Finally, please also let us know if you are happy with Trade's services.

Trade Sexual Health, 2nd Floor, 27 Bowling Green Street Leicester, LE1 6AH
Telephone Number: 0116 254 1747
Email Address: chair@tradesexualhealth.com