

## Complaints Policy

### Aim of Policy

The 4R's/Active Inclusion Project is committed to providing a high quality and accessible service to everyone we deal with. In order to do this, we need you to tell us when we get things wrong. We want to help resolve your complaint as quickly as possible.

We handle any expression of dissatisfaction with our Project which calls for a response as a complaint. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

### What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not.

### Our policy covers complaints about:

- the standard of service you should expect from us
- the behaviour of our staff in delivering that service
- any action, or lack of action, by our staff or others engaged on Project business

We refer to these complaints as "service complaints".

### Our Standards for Handling Complaints

- We can receive complaints by letter or email, or alternatively if required by virtue of reasonable adjustments. We treat all complaints seriously.
- You can expect to be treated with courtesy, respect, and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness.
- We will treat your complaint in confidence within the Project.
- We will deal with your service complaint promptly. We will acknowledge receipt of a written complaint within five working days where we have a return address and you can expect to have a full reply within 20 working days. In a few cases, we will not be able to send a full reply within 20 working days of receipt, for example if your

complaint is very complex. If this happens, we will tell you the reason why and let you know when we will be able to reply in full, keeping you fully informed of progress.

- We will not treat you less favourably than anyone else because of your:
  - sex or legal marital or same-sex partnership status: this includes family status, responsibility for dependants, and gender
  - sexual orientation
  - colour or race: this includes ethnic or national origin or nationality
  - disability
  - religious or political beliefs, or trade union affiliation
  - any other unjustifiable factors, for example language difficulties, age, pregnancy and maternity.

## **Third Party Reporting**

Complainants may wish to have a third-party act on their behalf. A third party is any person or organisation acting on behalf of or making enquiries for the complainant. For example, third parties may include:

- advice organisations
- professionals such as social workers, community psychiatric nurses, doctors or solicitors
- family members or friends

Where a third party is helping a complainant with a particular complaint, we need written consent to that effect. Where we have this authority, we will endeavour to take all possible steps to keep the third party informed of progress on the complaint.

## **Confidentiality**

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998, subject to the need to disclose information as required by statutory authorities, and/or as a result of statutory, legal or parliamentary obligations placed on the Project.

## **Service complaints procedure**

We have a two-stage service complaints handling procedure, explained above. At each stage it will help us to resolve your complaint quickly if you can give us as much clarity and detail as possible, including providing any documents and correspondence and stating that you are making a complaint. If we do not have all the details required to deal with the complaint, we may contact you and ask you for further information.

### **Stage 1**

This is the first opportunity for us to resolve your dissatisfaction. We expect most complaints to be resolved at this stage. On receipt of your complaint, we will contact a manager who will contact you in regard to the complaint.

### **Stage 2**

If you are dissatisfied with the response at stage 1, you may request a review. This will be carried out by a member of the Board of Directors. (or Deputy Director). They will be in contact regarding your review.

## **Northern Ireland Public Services Ombudsman**

If you remain unhappy with the responses at Stage One and Stage Two you still have the right to contact the Northern Ireland Public Services Ombudsman to ask that your complaint be investigated:

Northern Ireland Public Services Ombudsman  
Progressive House  
33 Wellington Place  
Belfast  
BT1 6HN

Freepost: Freepost NIPSO  
Telephone: 028 9023 3821  
Textphone: 028 9089 7789  
Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)  
Website: <https://nipso.org.uk>



## How to complain to us

If you wish to make a complaint, you can do so by sending an email or letter to:

[info@new2you.org](mailto:info@new2you.org)

or to:

The Project Manager  
Active Inclusion Project  
Unit 23 Pennyburn Industrial Estate  
Derry  
BT48 0LU

If you are disabled, and need a reasonable adjustment to ensure you can register your complaint, you can contact us alternatively by:

- telephone (one of our officers will help you by writing out your complaint)
- asking a member of staff to help you in writing out your complaint in person

If you require different adjustments, let us know and we will try and put those arrangements in place where we can.

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