

GREENWICH LINK COMPLAINTS PROCEDURE

APPENDIX 8

The Greenwich LINK has a legal obligation to maintain a complaints procedure and is accountable to its Participants and the Greenwich public and this procedure will enable the LINK to improve and evolve. All complaints will be treated as confidential. The LINK shall ensure that the complainant receives the following:

- Official apology
- Assurance of appropriate response
- Assurance that the circumstances do not re-occur
- Assurance that the complainant's views have been taken into account when reaching it's conclusions

1. Complaints regarding a Member or Participant of the LINK

1.1 In the event of any differences of opinion on actions, decisions and behaviour, wherever possible, low level conflict resolution should be used to resolve such problems via the Chair.

2. Formal Complaint?

2.1 This will be a written expression of dissatisfaction or disquiet about the LINK Executive as a whole, or any individual member of that Executive, or a Participant.

3. How to make a formal complaint

3.1 If the complaint is against an Executive Committee member or participant, the first contact should be through the Host organisation. This should be by post, e-mail, telephone, or in person, stating clearly what that complaint is. The Host will administer the Complaints Procedure on behalf of LINK.

3.2 Complaints about the performance of the Host organisation Parkwood Healthcare should be made to Greenwich Council using the Council complaints procedure.

4. Complaints procedure

4.1 The Executive Committee will nominate a Complaints Panel of three Members. The panel will select a chair from these Members.

4.2 Complaints will be acknowledged within five working days of receipt. Panels will be held within fourteen working days.

4.2 The Host will provide a member of staff to support the Panel, including the presentation of any relevant, available information in order to identify the complainant's desired outcome to their complaint.

5. Role of the Panel

5.1 The Host will minute the actions of the Panel, such minutes to be agreed by the Chair of the Panel. Complainants and the subject of the complaint will receive a copy of these minutes.

5.2 The Panel will send a written report with recommendations to the Executive Committee who will then make a decision.

5.3 If a complaint is upheld, appropriate actions will be taken.

6. Confidentiality

6.1 Only the Panel, the complainant and the subject of the complaint will have details of the proceedings. The Executive will be advised on the recommendations of the panel on all complaints.

7. Attendance at a Panel

7.1 If there is an allegation of breach of the Code of Conduct of LINK by a LINK Participant, that person has the right to be notified of the complaint and to attend the panel and respond to the issues raised.

8. Appeals

8.1 The decision of the Executive Committee will be sent to both the complainant and the subject of the complaint within 10 working days of its meeting.

8.2 Both the Complainant and the subject of the complaint have the right of appeal within 10 working days of the decision made.

9. Outcomes

9.1 The Host will report to the Executive Committee quarterly of any complaints received, together with the nature of the complaint and any outcomes of procedures undertaken.