

Comments, Compliments and Complaints

– Peer Support Plus[®]



Before you begin

If you are **Safeguarding**, protecting from harm someone who may be considered an 'Adult at Risk', please act as set out in our *Safeguarding Policy*¹.

If you are **Whistleblowing** 'making a disclosure in the public interest, alleging corruption, malpractice or wrongdoing', please act as set out in *Whistleblowing*¹.

If you are a Volunteer or Employee and the issue is about **Discipline** (including misconduct and or poor performance); or a **Grievance** (including concerns, problems or complaints) that relate either to our *Volunteer Engagement Policy*¹ or your Contract of Employment, please act as set out in *Discipline and Grievances*¹.

Introduction

We try to manage Peer Support Plus by consensus and want everyone who engages with us in any capacity to contribute positively to your and our success.

We aim to 'Simplify and add lightness' so if you notice an opportunity to simplify, clarify, correct, or remove a barrier to something, please tell us about it.

Do tell us when we've done well, as well as telling us how we might do better. Don't hold back and don't delay. If you don't feel able to tell us yourself ask someone you trust to act on your behalf.

Most minor dissatisfactions and opportunities for improvement are best raised informally in the moment so that, whenever possible, they can be resolved immediately.

If something arises during Group Work, please try first to resolve it there and then by voicing it to the Group or, if that doesn't feel possible, to its Facilitators.

If you use this *Comments, Compliments and Complaints*¹ process you will be certain Peer Support Plus has 'heard', and you will receive a carefully considered response.

We aim to make it easy for anyone to raise a Comment, Compliment or Complaint and to be informed about progress until the process reaches an end. To start the process, please complete the form at the end of this document and send it direct to the Community Trustee².

If anyone who engages with Peer Support Plus, for examples: Peer: Volunteer; Trustee: Supporter; Supplier; Commissioner, receives a Comment, Compliment or Complaint (an expression of dissatisfaction), please record it using this process.

All *Comments, Compliments and Complaints*¹ will be logged when first received by our Community Trustee² and tracked until the process reaches an end, which may mean until a decision or change has been implemented. If you haven't heard anything recently please ask the Community Trustee² for a progress update.

Note If your Comment, Compliment or Complaint involves the actions of our Community Trustee² please send it direct to our Chair of Trustees³ and ask our Chair of Trustees³ for progress updates.

Comments

If you use this process to tell us how you think Peer Support Plus might do things more effectively or efficiently, our Community Trustee² will pass your suggestion(s) to the person(s) responsible for designing the procedure or for managing the activity.

If you are willing, where possible they will invite you to help us design a satisfactory solution.

They will consider your idea(s) objectively and draft a response setting out what they propose to do, and why, and when.

Their draft response will be approved by and sent to you by our Community Trustee² acting on behalf of the Board of Trustees. Where appropriate, the Community Trustee² will seek agreement to the proposed plan of action from The Board of Trustees before responding to you.

Compliments

If you want to say Thank You to someone or a group of people privately, we encourage you to do so informally and let them know how they have helped you. If you want to show your appreciation tangibly, please don't gift more than very modest tokens of appreciation for examples: a note of thanks; a card; cake; perhaps make a donation.

If you use this Compliments process to commend, for examples: an individual; a Group; a Team; a Supporter; a Supplier; or even Peer Support Plus as a whole, our Community Trustee² will pass on your kind words to the those you wish to commend via their line manager, and will read them out at the next Board of Trustees meeting.

Complaints

are expressions of dissatisfaction suggesting opportunities for improvement, or may highlight something that is not working as intended. We may need time to consider your Complaint carefully and perhaps propose changes to Process and/or Policy.

The Community Trustee² will:

- Accept your Complaint and acknowledge receipt, thanking you for bringing the 'expression of dissatisfaction' or 'opportunity for improvement' to our attention.
- If necessary, talk with you to clarify our understanding.
- Thoroughly investigate the circumstances and happenings that gave rise to your Complaint.
- Own our mistakes and learn from them.

- If you are willing, where possible engage you in helping us achieve a satisfactory solution and/or outcome.
- Respond with a clear explanation of our findings, stating what we propose to do, and why, and when.
- If appropriate, formally apologise for our failure on behalf of The Board of Trustees.
- If you are dissatisfied with the proposed solution or outcome, The Community Trustee will arrange for an impartial person to prepare a report judging whether, in your and Peer Support Plus's circumstances, the proposed solution and/or outcome is appropriate, proportional and fair. The Board will consider the impartial report and reach a final decision stating what Peer Support Plus will do, and why, and when.
- Track to ensure that we have done what we proposed to do before logging that the Complaint process has reached its end.

Notes ¹ available on our website peersupportplus.org

² Community Trustee:

Email community@peersupportplus.org

Telephone 07434 614 829

Community Trustee, Peer Support Plus,
c/o 1 Elmete Close, Leeds LS8 2LD [our registered address]

³ Chair of Trustees:

Email chair@peersupportplus.org

Telephone 07434 614 829

Chair of Trustees, Peer Support Plus,
c/o 1 Elmete Close, Leeds LS8 2LD [our registered address]

END

Comments, Compliments and Complaints

Please complete the form on the next page... ^R means Required

