



**INCREDIBLE
EDUCATION**

"Unlocking potential, achieving success."

Compliments, Comments and Complaints Policy

This policy was adopted at a meeting of Incredible Edible Salford Board /by the Directors of Incredible Education		
Held on	Reviewed 1 st November 2017	
Date to be reviewed	1 st November 2018	
	Signed on behalf of the Incredible Education	
Name	Ian Boccock	
Role	Director	
Signature		

Incredible Education/Incredible Edible Salford aims to provide the best possible services to groups and individuals in Salford. Incredible Education/Incredible Edible Salford exists to serve volunteers and the public and to be accountable to its committee members, volunteers, funders, and partners.

From time to time an individual or organisation may feel it has not had the best possible service that Incredible Education/Incredible Edible Salford aims to provide. In such instances it is important that a complaint is made, the circumstances investigated and necessary corrective action undertaken within reasonable time limits.

Conciliation

Anyone who is dissatisfied with any aspect of the work of Incredible Education/Incredible Edible Salford should contact the Director / Chair person in the first instance. The Director / Chair person will seek to satisfy any complaint by conciliation and clarification of the issues involved. Hopefully the majority of problems can be satisfied by this informal process. **The Director / Chair person will reply to complainant within fourteen days of receipt of** complaint.

If the person making the complaint is not satisfied by the result of the above informal process we would welcome them using the following more formal procedures:-

Formal Complaints Procedure

1. Any complaint should be communicated to the Director / Chair person of Incredible Education/Incredible Edible Salford.
- 1.2 Incredible Education/Incredible Edible Salford will acknowledge in writing (identifying the complaint) receipt of the complaint within three working days.
- 1.3 Director/Chairperson shall investigate all circumstances leading to the complaint **and ensure that a Incredible Education/Incredible Edible Salford Complaints Form is completed.**
- 1.4 The Service Director shall inform the complainant of the result of the investigation, and any corrective action taken. This will be completed within twenty-one days unless circumstances prolong the investigation, in which case an interim report will be made to the complainant and new time-scale set.

All complaints **and positive feedback** to Incredible Education will be fully recorded and a report made to the Trustee Board on any complaints dealt with via this procedure. A written record will be retained of complaints.

Incredible Education Complaints Form

To proceed with a complaint please complete this form and return to the Director/Chair. This form will enable the complaint to be dealt with appropriately.

Your name:

Your contact telephone number:

Your e-mail address:

Your Address:

Postcode:

Please give details of any special needs we need to bear in mind when we are dealing with your complaint and communicating with you.

Date & Time Incident Occurred:

Please give details of your complaint, stating names of staff wherever possible. Please continue on a separate sheet if necessary

If you have already verbally spoken to the staff member regarding your complaint please give the name of staff:

What do you think should be done to put things right?

Please note that in investigating your complaint **Incredible Education/IES** may require to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Your signature:

Date:

For Office Use

Date Received:

Date Acknowledgement Sent:

**Date Outcome of investigation
Communicated to complainant:**

Comments/Compliments

As a Community Interest Company, we are very interested in receiving feedback about the services we provide, as such we are keen to hear about all experiences felt by the communities with which we engage. To that end we encourage individuals and organisations to provide us with feedback. This can be done in a variety of ways through our Facebook pages, web site, verbally in person and via our visitors/ comments book.