## Comments, Compliments or Complaints Policy

1.1 Listening Ear welcomes your Comments, Compliments or Complaints. Your opinion is valued and will be treated with the strictest confidence.

* 1. If you have any Comments, Compliments and Complaints against workers, other volunteers, clients, staff, members of the public etc. you should first tell the Business/Service Manager, if the complaints relates to the Business/Service Manager reference should be made to the Chairperson.
  2. All comments, compliments or complaints will be acknowledged within 2 weeks of formal notification.
  3. Listening Ear would always wish to act in an open way to establish effective working relationships with clients, other agencies and members of the public, which is based on trust.
  4. As a result Listening Ear would wish to address any concerns that clients, other agencies or members of the public might have about provision at the earliest opportunity.
  5. The comments, compliments and complaints procedure is as follows:-
     + Informal notification to the Business/Service Manager. If you have a complaint and it is not resolved you may wish to proceed to Step 2.
     + Formal notification: the nature of the complaint must be put in writing to Listening Ear, addressed to the Business/Service Manager and marked private and confidential. If the complaint concerns the Business/Service Manager you may address your complaint to the Chair.
     + The complaint will be dealt within 2 weeks of the letter being received following a full investigation of the complaint.
     + The decision of the Executive Committee and Management will be final.

1.7 If the matter cannot be resolved within 2 weeks you will be notified.

If the matter contains technicalities it will be taken to The Trustees of Listening Ear. Listening Ear welcomes your views and opinions and will treat all complaints in the strictest confidences.