



**FAITH REGEN FOUNDATION
CLIENT GRIEVANCE/ COMPLAINT PROCEDURE**

Author/Reviewer:	HR/Director of strategy
Approved:	CEO
Review cycle:	Annually
Date of last review:	September 2014
Date of next review:	September 2015

Faith Regen Foundation

4 Gateway Mews

Bounds Green

London N11 2UT

Email: info@thefrf.org

www.thefrf.org

1. Introduction

1.1 Grievances are official complaints by clients to their service provider. Grievance procedures are used by the service provider to deal with client complaints. They allow the service provider to deal with grievances fairly consistently and speedily.

This procedure is provided to enable clients, who feel they have a legitimate complaint about issues arising out of the service provided by Faith Regen Foundation, to raise this formally with a management representative. It should only be used by individuals and not as a means of dealing with collective complaints.

2. The Procedure

The procedure follows two stages:

2.1 If, following informal discussions with Faith Regen Foundation members of staff regarding a complaint the matter remains unresolved, the matter should be raised formally as follows.

STAGE 1

2.2 Clients should raise the complaint in writing within three working days of the end of the informal discussions and submit it to Centre Manager.

2.3 Within three working days of receiving notification, the relevant Centre Manager should arrange a meeting to formally discuss the matter with the client. The purpose of this meeting will be to discuss the issue(s) that have been raised, with a view to action that may resolve the matter.

2.4 If the client remains unhappy with the outcome(s) proposed by the Centre Manager, then they must write to the Centre Manager to request that the matter be progressed to the next stage. This must be done within five working days of receipt of the Centre manager's letter, and must clearly explain why the client wishes the matter to be referred to the next stage.

STAGE 2

2.6 The Centre Manager will make the arrangements for the issue to be referred to the CEO. This must be done within five working days of receipt of the letter from the client.

2.7 The CEO will consider the complaint and give a response in writing, considering all evidence available, to the client within 10 working days

As this is the final stage of the procedure, the decision of the CEO will be final.

Management Responsibilities:

BEFORE proceeding with the Grievance meeting the Manager must ensure that:

She/he is aware of why the meeting is being held.

The matter is dealt with confidentially.

There are no language difficulties or disabilities, which may make it difficult for the client to take part in the Grievance meeting.

The interview is held somewhere quiet, and that there will be no interruptions.

What happens at the Grievance Meeting

The Manager who is chairing the meeting should ensure that:

Everyone is introduced;

The client received a copy of the Grievance Procedure in advance of the meeting.

The client is allowed an opportunity to outline their grievance without interruption.

When possible/practical the client is advised of the decision regarding his/her grievance at the meeting;

The client is advised of the next stage of the Procedure.

FAITH REGEN FOUNDATION

COMPLAINT NOTIFICATION FORM

Name:

Details of Complaint - Please give as much detail as you can, including confirmation that this matter has been discussed previously on an Informal basis. You may, if you wish, continue on another sheet.

Signed _____

Dated _____

Please Print Name _____

Date Received _____

Signed _____

Please Print Name: _____

Date of Stage 1 meeting: _____

If Applicable

Date of Stage 2 meeting: _____