

COMPLAINTS POLICY AND PROCEDURE

The aim of Parias Construction and Interiors Ltd is to provide effective, efficient and acceptable services to all its clients (actual and potential). In delivering these services, we expect that members of staff and volunteers will always carry out their work in a courteous, sensitive manner and we hope that users of our services will feel that this is the case.

We accept however that there may be occasions where our high standards have not been adhered to or where people feel that they have not been dealt with in the manner which they would expect. We have therefore established a complaints policy and procedure so that we can deal with any such occasions. We encourage anyone who is in any way dissatisfied with any aspect of their dealings with us to use the complaints procedure to bring their concerns to our attention. This will enable us to deal with any problems and prevent them from happening again.

Definition of a complaint

A complaint is defined as any expression of dissatisfaction with our services. However, complaints about very trivial matters, or about matters over which Parias Construction and Interiors Ltd has no control, are excluded from this definition and should be dealt with on an informal basis.

Scope of this procedure

This document sets out the procedures which we will follow if we receive a complaint from a client or potential client, another organisation, or a member of the public. This document does not (nor is it intended to) address complaints which may be made by employees or volunteers (which are covered by other procedures within Care and Repair) nor those from job applicants (which are dealt with in our recruitment procedures).

Method of Complaint - 'Informal'

Complaints may be raised informally via our Administration team or a Project Manager, advising of the matter causing concern. The complainant should be invited to speak to or meet with the Director to discuss the complaint. The Director must keep a record of the discussions, complete the complaints register / record sheet and attempt to resolve the matter(s). In most cases, a written response will be given within 10 working days of the discussion.

Method of Complaint - 'Formal'

Complainant(s) may prefer to complain formally, in which case, their complaint should be in writing. Their letter should be addressed to the Director and marked '*Private*'; it should give as much detail as possible about the complaint. (Parias Construction and Interiors Ltd Complaints Form may be used for this purpose). If, for any reason, a complainant is unable to put their concerns in writing, they may ask a representative to do so on their behalf.

The Director or his nominee could undertake this task by visiting or meeting with the complainant, writing out the complaint for the complainant to approve and sign to indicate that they agree with the contents. The complainant may also choose to use a third party (e.g. an advocate) for any or all of this process.

All formal complaints should be acknowledged within 5 working days of receipt and a response should normally be sent within 10 working days of receipt (of the complaint). However, in some cases, it may take longer to investigate a complaint, in which case the complainant should be kept informed of progress and of the expected timescale. (Also, in the event of the Director's absence, it should be noted that an acknowledgement will be sent within 5 working days of his/her return to the office.)

The Director will investigate the complaint and attempt to resolve it. The Director may delegate any aspect of the investigation to a specifically appointed nominee. If the complaint involves a member of staff or a volunteer, he / she should be given the opportunity to put forward his / her account, either by written statement or by personal interview.

The reply letter will summarise the complaint or concern, the investigations carried out and detail what actions, if any, are proposed to resolve the matter(s). A copy of the reply will be attached to the original complaint and/or complaints form.

If requested by the complainant (or, if a written response is unsuitable for any reason), the complainant will be offered an interview with the Director to enable a verbal response to be given. Such a meeting will normally be held within 10 days of a request being received or, if it forms the response to the complaint, within 10 working days of the complaint being received. A written record will be made of the meeting and the complainant will be asked to sign to acknowledge its reasonableness as a record of the discussions.

Recording and Monitoring Complaints

Details of complaints will be kept in a central file - including informal complaints (those which were resolved without being put into writing). All complaints shall be treated and dealt with in accordance with the Confidentiality Policy of Parias Construction and Interiors Ltd

Complaints can be used to inform the planning process and assist in improving services. Any complaints received will be analysed as part of the annual review of services. The Director has overall responsibility for the operation of the Complaints Procedure and will report, not less than once per year, to the Management Committee, summarising any/all complaints received and how they were resolved.

Review

This policy and procedure will be reviewed by the Director annually.

Marcus Parias

Director 

Reviewed: 13th January 2025

