



Complaints Policy

Any expression of dissatisfaction regarding the service that JIGSAW has provided should be regarded as a complaint. A complaint does not have to be written; it may be made in person, over the phone, or by e-mail.

In the event of a complaint being received the following procedure should be followed:

1. Details of the complaint must be passed to JIGSAW Manager. The complainant must be informed who is dealing with the complaint and when they will receive a response.
2. Where the complaint is made by telephone, full details should be taken and a copy forwarded to the complainant to confirm that details have been recorded correctly.
3. It is the responsibility of the JIGSAW Manager to fully investigate the complaint. This may include discussing the situation with the member of staff/volunteer involved and/or contacting the complainant for further information. Depending on the nature of the complaint, the situation may be discussed with the Chair of directors.
4. Basic information about the complaint must be recorded and a written acknowledgement of the complaint forwarded to the complainant within 10 working days. This response should also be retained.
5. The complaint must be investigated within 14 working days and the complainant informed in writing of the decision.
6. The response must offer the complainant an appeal with the Directors Management Committee if they remain dissatisfied and, where the complaint is justified, an apology and details of what JIGSAW will do to put things right.
7. Every 12 months the Directors Management Committee must review all complaints received and identify any trends emerging.
8. In the event of the complaint not being satisfactorily resolved, all complainants may contact the Lead Co-ordinator on 07827322358, tor@jigsawthornbury.org.uk.

