

Complaints Policy

The LINK Board is committed to investigating complaints promptly and thoroughly. A complaint is defined as 'a clear expression of dissatisfaction about the standard of service, action or lack of action affecting an individual or group.

The LINK Board wishes to settle complaints quickly and informally at the first point of contact, initially contact should be made with the Host enabling misunderstandings to be quickly corrected. If the complaint cannot be handled this way, then the LINK Board will ensure:

- All complaints will be taken seriously
- All complaints will be dealt with as quickly as possible
- An acknowledgement letter will be sent within 5 working days if it cannot be dealt with immediately
- Aim to send a final written answer within 10 working days of receiving your complaint
- If we cannot answer within 10 working days then the complainant will be kept regularly informed
- A letter explaining the result of the complaint will be issued
- The complainant will be treated with respect
- The complaint will be kept confidential

How to Make a Complaint

The complaint should be made, where possible in writing and sent to the Host. The LINK Board is committed to dealing with all complaints in an efficient and understanding way. For all complaints, the following three-stage procedure is used.

Stage 1

Wherever possible the Host will try to deal with the complaint at the initial contact. Simple mistakes or misunderstandings can usually be resolved straightaway. The Host will aim to:

- Resolve the complaint, or
- Recommend action to whoever is in the best position to resolve the complaint.

Stage 2

If the complainant is unhappy with the way the complaint has been dealt with at stage 1 the complainant can contact the Vice Chair of the LINK Board. The Vice Chair will:

- Acknowledge the complaint has been received
- Begin their independent investigation
- Aim to reply to the complainant within 10 working days with the outcome
- If more time is required to investigate, the Vice Chair will keep the complainant regularly informed
- A meeting will take place with the complainant and be chaired and minuted by appropriate/nominated participants in order to investigate and resolve the complaint.

Stage 3

If, after investigation, the complaint cannot be resolved to the satisfaction of the complainant, then an appeal can be made within 7 working days of the result of the complaint. This appeal is to be sent to the Chair of the LINK Board and will be investigated independently to confirm that the correct process has been followed and the decision will be referred back to the complainant.