



How to Complain or make a
Compliment about
Advonet

How to Complain About Advonet

If you are not happy about the service you have received from Advonet you can make a make a complaint. A complaint is defined as any expression of dissatisfaction about Advonet, its activities, workers or Board of Trustees which you want recorded and requires a response.

Advonet places great emphasis on achieving local resolution of complaints quickly and courteously. Advonet views complaints as an opportunity to learn and develop. When a complaint is made you can expect it to be fully investigated and to be informed of the outcome.

All personal information or case records relating to complaints will be treated in confidence and in accordance with the requirements of the Data Protection Act. Information will only be disclosed to those people with a need to know to enable them to investigate the complaint.

Making a complaint will not compromise the provision of any current or future services or support.

Advonet recognises that making a complaint is a difficult undertaking for some people. You may request independent support or it may be offered to you. Please ask the person you are making your complaint to if you require support. You may fill in our complaint form if it is helpful to you.

The person you are making your complaint to will notify their line manager who will inform the Contracts and Quality Manager, who in turn will notify the Board of Trustees. You have the right to inform the Charity Commission of your complaint.

The Complaints Procedure

Complaints can be made by letter, phone, email or personal contact. Our contact details are on the back of this booklet.

There are three stages in the Complaints Procedure:

- Complaint
- Appeal
- Review by panel

Details of all the stages are below.

The person receiving your complaint will record it on Advonet's database and inform their line manager, who will normally be the investigating manager in the first instance. The Contracts and Quality Manager will also be informed, or the Chief Executive if the complaint is about the Contracts and Quality Manager. If the complaint is about the Chief Executive Officer, a member of the Board of Trustees, other than the Chair, will be appointed to investigate the complaint.

Stage One – Complaint

The investigating manager or appointed Board member will investigate the complaint. They will:

- Discuss the issues with you, this may be over the telephone or at a meeting.
- Identify others they need to interview.
- Write a report of how they carried out the investigation and their findings.

Following the investigation they will write to you about their investigation and report, within a timescale agreed by all parties. They will give you a full explanation of their decision. If writing is not appropriate they will meet you to discuss their report.

If you are satisfied at this stage, no further action will be necessary. If the issue has not been resolved then Stage Two, the appeal process can be initiated.

Stage Two – Appeal

At Stage Two a Complaint Officer will be appointed by the Chief Executive, unless the complaint was about the Chief Executive in which case the Board of Trustees will appoint a Complaint Officer from their own number. The Complaint Officer will be someone who has not previously been involved in the complaint process. A proposed timescale for responses will be agreed by all parties. The Complaint Officer:

- Will review the Stage 1 investigation if necessary
- May discuss the issue with you by phone or at a meeting
- Identify others they need to interview or re-interview
- Write a report of how they carried out the investigation and their findings.

Following the investigation the appointed Complaint Officer will report to the Chief Executive or a panel of Trustees if the complaint was about the Chief Executive. Full records of all findings will be kept.

The Complaints Officer will give a full explanation of their decision within the agreed timescale.

If you are satisfied with the outcome, no further action will be necessary.

Stage Three - Review by Panel

If you are not satisfied following Stage Two you should notify the Chair of the Board of Trustees within 21 days of receiving the decision at Stage Two. The Chair will arrange for a panel to meet within an agreed timescale of receipt of your complaint at this stage, to review the complaint. The panel will consist of three named members of the Board of Trustees, who have not been involved in earlier stages and one will be appointed as Chair.

The panel will review the processes followed, reports and findings of earlier stages, interviewing relevant people, including you if appropriate and reach a decision on its own findings in relation to the complaint within the agreed timescale.

The Chair of the panel must communicate their findings and decision to you within an agreed timescale at least by letter, although a meeting will be considered if appropriate.

It is hoped that the complaint will be resolved by the end of Stage Three. However if you remain dissatisfied you have the right to contact the Charity Commission.

How to Make a Compliment to Advonet

We welcome feedback from our clients, partner organisations and all our stakeholders. It is especially encouraging to receive compliments when we have done something well and any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified. You may make a compliment by letter, phone, email or personal contact. You may fill in our feedback form if it is helpful.

Contact Us

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www.charitycommission.gov.uk/how-to-complain