

## SEFF Complaints and Compliments Policy

- This policy can be found in SEFF's Policies and Procedures portfolio and on the SEFF website for access to members of the public
- For questions relating to SEFF's complaints process please speak to the Office Manager or Director

SEFF is an organisation which aims to be responsive to the needs of its staff, sessional workers/practitioners, volunteers, members, stakeholders and the local community, and as such welcomes complaints and compliments. This policy provides a practical means by which SEFF can demonstrate our determination to effectively deal with complaints/compliments, safely and honestly, for all members of the community.

### **Applies to:**

Any member of SEFF, the public or their representatives, staff, sessional workers/practitioners and volunteers, members, public and voluntary bodies can make a complaint or compliment to SEFF.

### **Responsibilities:**

Handling complaints and compliments is the responsibility of the Director, except for complaints which are subject to statutory investigation and/or legal proceedings or about the Director. The Board is responsible for such complaints, overall quality monitoring and any amendments to policy or procedural issues.

### **Procedure:**

D A complaint can be made in the following ways:

- By letter
- Bye-mail
- A response to a complaint should be made within 5 working days. If the complainant still feels dissatisfied, the Board will be asked to investigate and respond.
- All complaints must be treated with confidentiality in mind. Only the Director and Management dealing with complaints will be aware that a complaint has been received and is being dealt with.
- Anonymous requests will be acted upon; however, it is better to provide contact details to inform the complainant of the outcome.
- SEFF wants to deal safely and honestly with complaints/compliments and ensure that other staff, sessional workers/practitioners and volunteers, and members do not suffer detriment from persons making vexatious complaints. Where this occurs, the Board will refer the matter to the organisation's solicitor who will be instructed to write to the vexatious complainant(s) to inform them that their behaviour is unacceptable.

A "complaint" is an expression of dissatisfaction about The South East Fermanagh Foundation's action or lack of action or about the standard of a service, whether the action taken or the service was provided by The South East Fermanagh Foundation itself or a body acting on behalf of the organisation. It does not refer to complaints subject to statutory investigation and/or legal proceedings, or grievances expressed by staff and/or volunteers concerning their working conditions (see Grievances Policy).