

# SNAAP Complaints Procedure

## Aim

The aim of a complaint investigation, whether done informally or as part of the formal procedure, is to provide as full an understanding of the situation as possible in order that appropriate action can be taken to resolve the matter in a way satisfactory to all concerned, and to prevent a similar issue occurring in the future.

## Definition

A complaint is a statement from an external party that confirms they are unhappy with some aspect of SNAAP.

## Principles

- Copies of the complaints procedure will be freely available
- Any complaint received will be treated as serious and will be dealt with sensitively and confidentially
- Any member of staff or volunteer who receives a complaint will immediately inform the Project Manager who will inform the Board of Trustees
- During the investigation of a formal complaint, details of discussions between complainant and SNAAP and any action taken will be recorded in writing and retained in a designated file. Six months after the resolution of the complaint, details will be anonymised. Twelve months after the resolution of the complaint the records will be destroyed.
- All reasonable efforts will be made to find a solution acceptable to all concerned.
- A complaint must be received within 5 working days of the alleged action occurring. SNAAP will acknowledge receipt of the complaint within 3 working days, and will respond fully within 10 working days.

## Procedure

Most complaints should be resolved by talking the problems through with those concerned. If this is not possible, and if the complainant wishes, then a formal staged approach, guided by the principles above, will be used. The person concerned must state that they wish to make a formal complaint in order for the procedure to be invoked. Each stage should be followed in turn. At any time during the process the complainant is entitled to use the help of a representative. All references to “in writing” include any equivalent format.

### Stage 1

Complaints at stage 1 do not need to be written. The complaint will be recorded and an investigation will be carried out by the person who received the complaint, with the aim of resolving the matter. If the complaint is resolved, a report outlining the complaint, the investigation and the resolution will be written by the person investigating the complaint and will be held on file for twelve months.

### Stage 2

If the complaint is not resolved satisfactorily at Stage 1 the complainant must make the complaint in writing so that all the information can be held accurately. At this stage the complaint is the responsibility of the Project Manager (unless the complaint is against this person in which case there will be an elected stage 2 sub-committee), who will investigate and try to resolve the matter.

### Stage 3

If the complaint is not resolved satisfactorily at stage 2 the complainant may choose to appeal in writing to the Board of Trustees. A meeting will be arranged where the complainant will be given an allotted time to explain the nature of the complaint to a panel of two Trustees and an independent person. This will be arranged within 4 weeks from receipt of the request to appeal. SNAAP will consider requests to reimburse reasonable out of pocket expenses. The complainant will be notified in writing of the outcome within 3 working days of the meeting.

### Contacts

#### **Project Manager**

Carrie Wood

01227 367555

[carrie@snaap.org.uk](mailto:carrie@snaap.org.uk)

#### **Interim Chair**

Vanessa Boukharouba

01227 367555

[nessyb100@gmail.com](mailto:nessyb100@gmail.com)