

COP16 - Comments, Compliments & Complaints Policy

1 Introduction

To ensure that all feedback received by the organisation is handled correctly and used to improve the organisation

Most complaints arise because of misunderstandings or minor issues and can be dealt with in an informal manner providing that the client feels they are being listened to. By responding politely and promptly to a complaint, most problems can be resolved.

2 Stages in process

- First stage: feedback received and handled by Secretary
- Second stage: referred to Regional Manager
- Third stage: referred to the CEO (at this stage a complaint must be in writing)
- Final stage: Chairperson of the Board

3 Commitment to our customers

NEXUS is committed to providing the best possible services to its clients. At all times we will remain professional and seek to provide high standards of a quality service.

We continually seek to improve our service and welcome all feedback.

- If you tell us something we have done well, we will acknowledge this with the relevant staff member and the management team will look to see if we can replicate this in our other services.
- If you make a suggestion we will pass this to the management team and review it at the next opportunity.
- If you make a complaint we will endeavour to resolve it quickly. We will learn from your complaint and consider doing things differently in the future.
- If you make a verbal complaint the Secretary will endeavour to resolve the issue immediately, if you need to take further action we will respond to you verbally within 3 working days.
- If you are unhappy with this resolution let us know, a Regional Manager will review your complaint, and contact you within 5 working days to let you know what action they will take and fully respond to your complaint within 7 working days.
- If you are unhappy with the response at this stage please put your concerns in writing to the CEO who will acknowledge your complaint within 5 working days and provide a final response within 21 days.
- A final stage of our complaint procedure would be to go to our Chair, however this would be in exceptional circumstances.

Every complaint is an opportunity for us to improve the services we offer and will be taken seriously.

Email info@nexusni.org subject title 'complaint'

Postal address Complaints -

Regional Manager
NEXUS
119 University Street
Belfast
BT7 1HP

or

Regional Manager
NEXUS
38 Clarendon Street
L'Derry
BT48 7ET

This policy will be reviewed 3 yearly and updated when there has been a change in legislation or as deemed necessary.

Signed: _____
Chairperson

Date: _____