

NORTHDALE HORTICULTURE **POLICIES AND PROCEDURES**

COMPLAINTS & COMMENDATIONS

Policy Statement

Northdale Horticulture aims to provide the highest standard of service to Service Users. The Charity welcomes any feedback, both complaints and commendations, from those who use the services, to assist in the continuing improvement of service delivery. Complaints which are received, either verbal or written, will be dealt with in a swift and effective manner to ensure fairness both for the person who is complaining and Northdale Horticulture Staff and Volunteers. Equally commendations will be dealt with in a manner that is appropriate to the nature of the commendation. At all times confidentiality will be maintained in accordance with Northdale Horticulture's Data Protection and Disclosure of Information Policies.

Scope

This Policy and Procedure aims to ensure that complaints and commendations about any aspect of Service provision, from whatever source, are effectively resolved and feedback is acknowledged. Complaints and commendations will be used to monitor and improve Service delivery.

Complaints Procedure

1. In the event of an individual wishing to make a complaint, contact should be made in the first instance with the Northdale Horticulture office or by completing the complaint form on the website.
2. On receipt of a complaint the recipient is to take detailed notes which are then to be passed to either the Service or Client Services Managers. At no point should the recipient, unless either the Service or Client Services Manager, make any comments or offer any opinions with regards to the complaint.

3. The Service or Client Services Manager will arrange one of the following within 24 hours, or next working day of the complaint being received.

- make contact to discuss the verbal complaint over the telephone to resolve
- Arrange a meeting as soon as possible thereafter in an endeavour to resolve the complaint.

4. If it is not possible at that stage to resolve the complaint to everyone's satisfaction, then the complainant will be asked to put the matter in writing and send it via email to enquiries@northdale.org.uk or marked 'Private and Confidential', to the Service Manager, Northdale Horticulture, Yafforth Road, Northallerton, DL7 0LQ. If the complaint relates to the Service Manager the complainant will be asked to address the complaint to the Vice Chair. If the complainant needs help to make a complaint or write letters, agencies such as the Citizens Advice Bureau can assist.

5. On receipt of a written complaint the procedure is as follows:

A written acknowledgment will be issued within 24 hours or the next working day of the complaint being received and final resolution of the complaint will take no longer than 6 weeks.

- a. The Service or Client Services Manager will carry out an investigation into the complaint, meeting relevant parties where appropriate and a written response to the complaint will be made within two calendar weeks of receipt.
- b. Complainants who feel that the matter is still not resolved may make an appeal in writing, stating the reason for the appeal, to the Chairman of the Northdale Horticulture Board of Trustees.
- c. An Appeal Panel, made up of the management team and/or board of trustees not previously involved in dealing with the complaint, will be convened within two calendar weeks, to consider the matter further.
- d. The panel will review all the information and will write to the complainant with their conclusions and decision within one calendar week of their meeting.
- e. If the Complainant is not satisfied with the Panel's decision or if not resolved within 6 weeks they should contact Health & Adult Services, North Yorkshire Council by telephone 0300 131 2131 or by post County Hall, Northallerton, North Yorkshire, DL7 8AD. If the Complainant is not satisfied with the decision made by North Yorkshire council they should contact the Local Government Ombudsman 0300 061 0614.

6. All complaints must be recorded on the Complaints Form, Annex A, with the outcome recorded as applicable, and the Service Manager or Client Services Manager will ensure that

complaints feedback is shared with the appropriate members of Staff and/or Volunteers and that action is taken to ensure that the cause for the complaint is rectified.

Commendation Procedure

Commendations, both verbal and written, are to be passed to the Service Manager or Client Services Manager who will take the appropriate action, including passing them on to the members of Staff or Volunteers and the Board of Trustees.

Staff Training Requirements

The handling of complaints and commendations will be covered during the Induction Training process, ensuring that, specifically, all Staff and Volunteers are able to recognise complaints, particularly informal ones. Training includes advice on how to receive and respond to a concern or a complaint and covers the complaints handling process.

Related Policies and Procedures

Data Protection

Disciplinary Procedure

Disclosure of Information

Grievance Procedure

Annex:

- A. Service Complaints Record.
- B. Complaints Form.
- C. Complaints Procedure.

NORTHALE HORTICULTURE

Complaints Record

For Year: _____

Date of Last Review: 03 February 2025

Complaint Form

Complaint Details:	
Date of Incident:	Time:
Location of Incident:	
Who or What is the subject of your complaint:	
Summary of complaint or issue:	
Witness Details (if relevant):	
Name:	
Address:	Daytime Phone No:
Complainant Details	
Name of person lodging complaint:	
Address:	Daytime Telephone Number:
Date:	Email:

Please note if the complainants' contact details are not provided, whilst we will fully investigate the complaint, we will not be able to provide feedback regarding the resolution of the complaint.

Please submit the form by email (enquiries@northdale.org.uk) or post to Northdale Horticulture, Yafforth Road, Northallerton, DL7 0LQ for the attention of the Service Manager.

Complaints Procedure

Verbal Complaints Procedure

Please contact the Northdale Horticulture office.

On receipt of a complaint the recipient will make detailed notes, which are passed either to the Service or Client Services Manager.

The Service or Client Services Manager will arrange one of the following within 24 hours or the next working day of the complaint being received.

- Make contact to discuss the verbal complaint via telephone to resolve the complaint.
- Arrange a meeting as soon as possible thereafter in an endeavour to resolve the complaint.

If it is not possible at that stage to resolve the complaint to everyone's satisfaction, then the complainant will be asked to put the matter in writing and send it via email to enquiries@northdale.org.uk or marked 'Private and Confidential', to the Service Manager, Northdale Horticulture, Yafforth Road, Northallerton, DL7 0LQ. If the complaint relates to the Service Manager the complainant will be asked to address the complaint to the Vice Chair. If the complainant needs help to submit a written complaint, agencies such as Citizens Advice Bureau can assist.

Written Complaints Procedure

A written acknowledgment will be issued within 24 hours or the next working day and final resolution of the complaint will take no longer than 6 weeks.

The Service or Client Service Manager will carry out an investigation into the complaint, meeting relevant parties where appropriate and a written response to the complaint will be made within two calendar weeks of receipt.

Complainants who feel that the matter is still not resolved may make an appeal in writing, stating the reason for the appeal, to the Chairman of the Northdale Horticulture Board of Trustees.

An Appeal Panel, made up of people not previously involved in dealing with the complaint, will be convened within two calendar weeks, to consider the matter further.

The panel will review all the information and will write to the complainant with their conclusions and decision within one calendar week of their meeting.

If the Complainant is not satisfied with the Panel's decision or if not resolved within 6 weeks they should contact Health & Adult Services, North Yorkshire Council by telephone 0300 131 2131 or by post County Hall, Northallerton, North Yorkshire, DL7 8AD. If the Complainants are not satisfied with the response from North Yorkshire Council they should contact the Local Government Ombudsman 0300 061 0614.