



Feedback and Complaints Policy

Jacari welcomes the feedback of people involved with the organisation and we take complaints seriously. Jacari is committed to ensuring that those persons making complaints feel adequately supported in making their complaint. In addition, Jacari is committed to ensuring that Jacari's staff are supported during the complaints procedure. Jacari takes Data Protection seriously, as such all complaints will be dealt with in the strictest of confidence. We will only pass on the relevant details to those within Jacari who need to know such details in order to deal with the complaint satisfactorily.

This document has been drafted on the basis of the Charity Commission publications RS11 and CC47:

<http://www.charitycommission.gov.uk/media/95249/rs11text.pdf>

http://www.charitycommission.gov.uk/media/94211/cc47_lowink.pdf

Outlined below are the stages Jacari goes through when a complaint is made.

Stage One: A complaint is made and the Coordinator responds

An individual will fill out the complaint form (available online; see Appendix 1) and send this to Jacari. This will be received by the Coordinator (the person in charge of the day-to-day running of Jacari). They will read the complaint. They will then invite the complainant to a meeting to inform them of their decision as to how to proceed. A complaint report will be filed (see Appendix 2). The whole process will take place within one month.

The complainant will be asked whether they are happy with the outcome. If not, the Coordinator will pass the complaint on to Stage Two of the process.

Stage Two: Trustee involvement

The Coordinator will pass the complaint onto the board of Trustees via the Chair. The Chair will appoint a particular Trustee to meet with the complainant to discuss their complaint. This meeting will take place within one month. The Trustee will then contact the complainant to inform them about their decisions as to how to progress.



Appendix 1: Feedback and complaints form

The purpose of this form is to enable volunteers, school teachers, parents, or anyone with an interest in Jacari to get in touch with Jacari in a more formal way than usual. This might be to pass on an idea about how to improve Jacari, or to try and smooth out a problem or to complain about an issue. Your input will be treated in the strictest of confidence.

1. Name:

2. Capacity in which you are getting in touch (e.g. volunteer/teacher/parent):

3. Address:

4. Telephone:

5. Email:

6. Are you getting in touch with: (please circle)

- a) A suggestion?
- b) A complaint?



Please provide more details in the box below.

We aim to reply as soon as possible. If you are getting in touch with a complaint this will be treated in accordance with the stages outlined in the Feedback and Complaints Policy.

Reviewed August 2014



Appendix 2: Complaint report

This report is to be filled out by the Coordinator or a Trustee at each meeting with the person making a complaint, and is to be filed, along with that person's Complaint form, in the confidential Complaints file in the Jacari office/on the Jacari computer. This report sheet is here to ensure that all complaints are treated fairly and consistently.

Date:

Name of complainant:

Name of Jacari representative at meeting:

Stage of complaint (please circle): 1 2

Questions to consider during the meeting:

1. Does the complainant have anything to add to the Complaint form they have already submitted?
2. What outcome does the complainant desire?
3. Would providing this outcome be possible and appropriate?
4. If not, what outcome would be proportionate to their complaint?
5. Is the complainant happy with the outcome?

Questions for Jacari to consider after the meeting:

1. What Jacari will learn from this complaint:
 - What will Jacari do in the future?
 - What will Jacari not do in the future?
2. How will this learning experience be communicated through Jacari?
3. Did the complaints procedure Jacari has in place work well?