**Invisible Army**

**Compliments and Complaints Policy**

Invisible Army aims to provide a high-quality, responsive, carer-led project. To ensure this, we need to take account of the views and wishes of those we come into contact with. We welcome every opportunity to monitor and improve our project and having a “compliments and complaints” policy and a clear procedure for resolving complaints is one way of doing this.

**Complementing our project**

Compliments are valuable, welcome, and important and when they are received, either verbally or in writing, they will be recorded. Compliments enable Invisible Army to: -

* understand that our project is being provided to the carers and others’ satisfaction.
* provide positive feedback to our staff and volunteers.
* influence the project and project development.

**Complaints about our project**

Invisible Army recognises that there will be times when we and volunteers make mistakes or get things wrong. In order to learn from such mistakes, we need to know about them and encourage people to comment or complain. Such comments or complaints will always be taken seriously, recorded, and responded to as detailed in the procedure for resolving complaints which is seen below.

**Procedure for resolving Complaints.**

Who Can Use This Procedure?

This procedure is for anyone who comes into contact with us and volunteers from Invisible Army. By anyone we mean participants – carers, practitioners, people with care needs, other voluntary groups, statutory agencies and any other member of the public. You may have the assistance of a friend or someone else to help you with any or all of the stages of this complaint’s procedure. If you wish to follow this procedure and complain about an aspect of our project, this will NOT affect any access to Invisible Army.

**The Procedure**

**Stage 1**

We hope that the majority of complaints can be resolved informally by speaking directly to the person or persons involved. This can be done either by telephone or in a face-to-face meeting. All complaints will be recorded at this stage on our feedback form. If the complaint is resolved at this stage, you will receive a letter outlining the issue and the decisions reached and agreed. If, however, informal resolution is not possible Stage 2 and 3 are available to support complainants.

If it has not been possible to resolve your complaint at Stage 1 you should move to Stage 2.

**Stage 2**

Collect your complaint into a written format and send to:

[invisiblearmy2020@gmail.com](mailto:invisiblearmy2020@gmail.com) (with the subject “Complaint”)

Your written complaint will be acknowledged as soon as possible.

The Complaint will be saved.

Once the complaint has been acknowledged it will be fully investigated, by discussion with all individuals involved and a written response provided to you.

If you are not satisfied by the response at Stage 2 move onto stage 3

**Stage 3**

At this stage a formal meeting is arranged with all the members concerned. Here we will discuss the complaint in detail and together try to come to a resolution that all are satisfied with.

This is all we can provide as a small project.

This has been confirmed by:

Tina Gue

Carina Andrews

Date: 21/07/2021