



Complaints Policy - Staff

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The Flowhession Foundation is committed to providing its staff with high quality services which will be managed efficiently and which will be publicised with clarity and precision. We strive to deal with all staff in a manner which is fair, efficient and courteous, and within the letter and spirit of the policy.

However, there will be rare occasions where a member of staff feels that their expectations have not been met. In these circumstances you are entitled to give feedback or make a complaint about the department or service in question. The below procedure outlines how to go about doing this.

Please be aware that this procedure outlines the correct process for providing feedback or for making a complaint about a particular service you have received from the Foundation

While we welcome the contribution of staff to wider ideas for improving policies and practices, if you do wish to submit such an idea you are asked to use the appropriate consultative processes for doing so.

Complaints relating to disciplinary issues, harassment issues, staff complaints, misconduct or whistleblowing

These complaints each have their own particular policies. Please consult the following policies if considering making complaints of this nature:

Disciplinary Procedures - these deal with misconduct which interferes with the proper functioning or activities of The Foundation, with those who work at The Foundation, or which otherwise may damage The Foundation.

Dignity at Work Policy - evidence of harassment and bullying is defined as unacceptable behaviour as perceived by the employee, which subjects an individual or group to unwelcome attention, intimidation, humiliation or ridicule, or violating an employee's dignity. The behaviour or treatment may relate to a person's gender, disability, race, religion, sexual orientation, age or any other reason.

Whistleblowing Policy- this makes provision for staff contractually connected with the Foundation to raise concerns about serious malpractice within the Foundation and to do so with the knowledge that their action will be viewed positively and that they will be protected from victimization.

If you are uncertain as to whether your particular complaint falls under one of the above you should consult your manager.

What you need to know about submitting a complaint or providing feedback

- Don't be afraid to give feedback or make a complaint. We are committed to ensuring we deliver the best service possible and your comments help us to do that.
- Members of staff are advised to contact their manager before making a formal complaint.
- Please ensure that you follow the route for complaints or feedback outlined above. Occasionally the nature of your complaint may mean that it will require the immediate attention of the CEO. However, in the majority of cases your complaint will be dealt with more quickly if it is first directed to the relevant member of staff.
- Please be patient. We take all feedback seriously and complaints. You should expect a prompt initial response to any complaint, but where a complaint requires investigation it may take more than a few days.
- Complaints from members of staff, and cases of whistleblowing have separate processes for appeal or independent review and the applicable policy or procedure should be consulted for details.

What you can expect from the complaints and feedback process

- Feedback will be used as part of an ongoing process of improvement.
- All complaints will be taken seriously and every effort will be made to resolve the complaint to your satisfaction at an early stage.
- Whoever receives and handles the complaint, you should expect a response within a reasonable time frame and for your contact with the Foundation to be characterised by courtesy and respect at all times.
- Where a formal written complaint is made to the CEO, you should receive an acknowledgment normally within five working days of receipt.
- Where a complaint is made, you should expect to be kept informed as to the steps taken and progress made in resolving the issue that gave rise to the complaint.
- Where a particularly serious complaint is made, e.g. harassment, you should expect that the matter will receive the utmost attention and be handled with sensitivity and that your confidentiality will be respected - if at any stage in the complaints process it becomes necessary to reveal your identity to progress the matter further, your permission will be sought.