



**Helplines**  
Partnership

# **Feedback & Complaints Policy & Procedure**

September 2020

## Committed to our Members

Helplines Partnership (HLP) is committed to providing a high quality and responsive service to members and stakeholders. We use the feedback we receive to measure and develop our services. This policy outlines our responsibilities when positive and negative feedback is received which refers to an HLP employee, product, service, event, training or the organisation.

### Helplines Partnership (HLP) aims to:

1. Promote best practice by encouraging, recording and acting on all feedback received.
2. Ensure that people can express their opinion in a manner that meets their needs.
3. Acknowledge the importance of feedback and ensure we learn from feedback received.
4. Be a responsive and accountable organisation at all times, responding promptly and appropriately to comments.

## How to feedback or make a complaint:

### Feedback

If you wish to feedback any comments, you are invited to do so by emailing [info@helplines.org](mailto:info@helplines.org) or by calling our main switchboard on 0300 300 7777.

We will acknowledge feedback within seven working days.

### Concern or Complaint

If you have a concern or complaint this should be addressed, by email to the Chief Executive.

Concerns or complaints will be acknowledged within two working days. You will be notified of the outcome of the investigation and planned action / resolution within a further seven working days and kept informed of progress at all stages.

We ask for the following information:

- A. Name
- B. Organisation
- C. Contact Details
- D. Outline of Concern or Complaint
- E. Specific details provided such as date of occurrence, product, service involved etc.

### Who to contact?

<b>Membership / Helpline Freephone Range / Member Events</b>	<b>Chief Executive</b> Paula Ojok <a href="mailto:info@helplines.org">info@helplines.org</a>
--	--

## Complaints Procedure

• A concern or complaint is received in writing by the Chief Executive.

• The Chief Executive acknowledges receipt of the concern or complaint within two working days.

• The Chief Executive will lead an investigation into the concern or complaint. The investigation will look into the specifics, liaising with key staff involved and the complainant to ascertain details in order to resolve the issue.  
• If the concern or complaint is about the conduct of a member of staff (or if it becomes clear during the investigation that staff misconduct may be a factor), the Chief Executive may invoke HLP's **Disciplinary Procedures**.

• The investigation will be carried out within a further seven working days and the complainant informed, in writing, of the planned action / resolution by the Chief Executive.

• If there are grounds for appealing the decision or the matter is considered by the complainant as unresolved, the Chair of Trustees will review the decision.

• The judgement of the Chair of Trustees will be made in a further ten working days and the complainant informed within this time of the final decision.

• All communication from HLP and the complainant will be recorded in the Feedback Log.

## Responsibility

HLP aims to process and resolve feedback promptly, fairly, consistently and effectively as specified in this document. The Marketing & Communications Manager will maintain a central record of all feedback and the action taken.

## Feedback, concern or complaint about member helplines

HLP does not regulate the helpline sector and as such does not deal with complaints involving members.

It is a [condition of membership](#) that helplines must have in place a complaint or feedback policy. Any service users wishing to feedback or complain about a service received from a member helpline should contact the relevant helpline direct.