



### Complaints procedure

The purpose of this policy, and our procedures for listening to our partners and clients and addressing feedback, is to improve what we do and to maintain and build our relationship with our clients, referral organisations and partners. While we always want to provide excellent service, we welcome feedback. This is not always possible during a session where our priority is to keep our clients safe and create the right atmosphere to work therapeutically with them.

This policy will be reviewed and amended yearly.

This policy covers:

- Feedback about Terravita WTP's values, strategy, objectives, policies, decisions, activities, quality, performance and behaviour.
- Feedback from all our stakeholders – individuals, groups and communities, members, supporters, partners, suppliers and the wider public.
- Requests for information.
- Staff/volunteer feedback.

All feedback will be treated with courtesy and respect, and handled sensitively within an appropriate timescale<sup>1</sup>, involving only those who need to know and following any relevant data protection requirements.

Terravita WTP expects people who provide feedback to do so fairly and appropriately.

### Feedback

Following each therapeutic session, there will be a review session with all staff attending that session. This is a good opportunity to raise issues or concerns or offer feedback to help improve future sessions. There is a feedback form designed for this purpose with space for any other comments at the end.

Once a programme is complete, there will be a review meeting between Terravita WTP and the referral organisation. This meeting also follows a review form, looking at what went well, what could be better and will add to Terravita WTP's own review to improve future sessions.

If staff or referral organisations would like to discuss anything outside these meetings, please send in an email or arrange a time for a meeting by emailing

[Aneka.schofield@terravitawtp.co.uk](mailto:Aneka.schofield@terravitawtp.co.uk).



It is not appropriate to discuss issues in front of young people/clients or when a session is in progress as this disrupts the therapeutic nature of the programme and the safety of the group.

### Complaints

A complaint is a formal claim that Terravita WTP has failed to meet an organizational commitment.

Concern regarding the behaviour of staff/volunteers will also be treated as a complaint using our HR policies and procedures: in such cases, the detail of any outcome may need to remain confidential.

We have limited resources so expect the person making the complaint to:

- Provide sufficient information for us to be able to understand the complaint, its cause, and a potential resolution, being clear as to the substance of the complaint.
- Be willing to be contacted and engage in the complaints process if necessary.
- Understand that making a complaint triggers a more formal process than a comment.
- Feedback provided by or concerning a person under the age of 18 will be dealt with in the strictest confidence and in accordance with Terravita WTP's safeguarding policy.
- Feedback provided anonymously will be taken into account and used as an opportunity to learn: we cannot respond to anonymous feedback.

We may choose not to respond to feedback that:

- Is abusive, prejudiced or offensive.
- Harasses a member of staff or a volunteer.
- Seeks to bypass stages in the complaints procedure.
- Is repeatedly stated in a manner not conducive to resolution
- Concerns something that the Terravita WTP has no direct connection to.
- Is incoherent or illegible.
- A matter that has already been responded to.

There are defined timescales for complaints made directly by certain regulatory bodies, including the Information Commissioner's Office.

If we choose not to reply again, we will inform you of this decision.

When contacting us, please feel free to let us know how you think the matter could be resolved: your ideas and suggestions are always very helpful to us.



We ask that complaints:

- Write down the facts; Take a note of the person's name, address, email, and telephone number (double check these details are recorded correctly).
- Take a note of any action requested.
- Note down the relationship of the person to the Terravita WTP (e.g. client, referral agent, parent, partner etc.).

Feedback or a complaint will be acknowledged within 10 working days. A full response can sometimes take longer but this will be made known in the acknowledgement.

We will record:

- Facts, details provided as listed above.
- Date feedback was received.
- Contact details from person issuing complaint or feedback.
- Any immediate actions taken.

We will try to work with the person/organisation issuing a complaint to reach a satisfactory resolution. However, if you are still dissatisfied, you can pursue your complaint with an external body.

### **Requests for information**

Requests for information (including Subject Access Requests under the Data Protection Act), or amendment to records need to be requested in writing by emailing [Anneka.schofield@terravitawtp.co.uk](mailto:Anneka.schofield@terravitawtp.co.uk) and titling the email 'request for information'.

### **Staff/volunteer feedback**

Regular 1:1 meetings are held where feedback is encouraged. This is the first step for raising issues. If this does not result in a satisfactory result, a formal complain can be made in writing following the procedure stated above.