

Complaints Policy and Procedure

Moira Replan strives to maintain a high quality of service throughout all its work with all the users of the Centre, volunteers, and staff. However, it recognises that there may be occasions when users feel that the service offered or given has not met their expectations or achieved the anticipated results. In such circumstances, Moira Replan has a complaints procedure as described below.

In many cases it may be possible to resolve a complaint informally by discussion. This does not mean the complaint will not be noted. A record will be kept and will form part of the continued review of our services.

The procedure is as follows:

Step One (Informal Stage)

Telephone, write/ email or speak with personally with the leader of the project to say what your complaint is about. The Centre Manager coordinates our complaints procedure so will be happy to direct you to the right person.

He/she will log details of your complaint and hopefully will be able to resolve at this stage. However, if you wish to take the matter further, the following steps will be taken.

Stage Two (Formal Stage)

Make your complaint in writing to Moira Replan Manager. Receipt of your complaint will be acknowledged by return of post/email. If at this stage, it is possible to resolve the complaint, you will be notified in writing and ask to confirm receipt of this. If the matter is not resolved the Moira Replan Manager will consult with the appropriate leader who will write to you within 7 days, either with an explanation to say your complaint is being taken further.

If the complaint cannot be dealt within seven days, it will be taken to the Centre Manager who will discuss it with the Chairperson, or in his or her absence the Vice Chair of Moira Replan. The result will be sent to you with fourteen days.

If the complaint is about the Project Leader, the Centre Manager, or the Chairperson/Vice Chairperson then the complaint will be referred to the Trustees of Moira Replan. The investigating officer will be a lay person of the Trustees.

Stage Three

If you are still not satisfied with the results, you may ask to meet with a review panel consisting of members of the Trustees of Moira Replan. The meeting will be convened for this purpose, and you will be able to discuss your complaint fully and openly. The Complainant and Respondent should be present at the meeting. The result of this meeting will be a decision by the Trustees which will be given to you at the meeting. The decision will be confirmed in writing within fourteen days of the meeting.

Stage Four

If you are still not satisfied with the response, then an appeal can be made to the Chairperson of the Trustees. In this case, He/she will invite you to a meeting with fourteen days with you on an independent person (the adjudicator) who can hear your complaint. After the adjudicator has been agreed, all necessary papers and documents will be passed to her/him who will follow whatever procedure they feel appropriate for the situation. This may or may not involve further meetings.

Stage Five

The Adjudicator will inform you and Moira Replan of her/his decision within fourteen days. This decision will be final.

