

# External Complaints Policy

## 1. Purpose of the policy

- 1.1 To provide a clear process for dealing with external complaints from either members of the public or other organisations.

## 2. Complaints

- 2.1 A complaint (as it relates to this policy) is a grievance or dissatisfaction expressed by a member of the public or a partner organisation about: GMFA; GMFA's processes; GMFA's interventions; GMFA's agents (usually volunteers or employees).
- 2.2 All complaints should be forwarded to the Chief Executive or Head of Programmes. If the complaint is made via the telephone and neither are available, the complainant should be informed that either the Chief Executive or the Head of Programmes will return their call if they leave a contact number.
- 2.3 Employees should not, if possible, take details of the complaint as complaints will sometimes contain unfair criticisms of staff members or volunteers.
- 2.4 The Chief Executive or Head of Programmes will decide if the complaint should be investigated and whether or not a relevant GMFA policy should be used to investigate the complaint.
- 2.5 The Chief Executive may request that others (employees or directors) investigate or respond to the complaint. However s/he will retain responsibility for the outcome of the complaint. Consequently s/he should see the outcome of the complaint before it is sent to the complainant.
- 2.6 The person making the complaint will be informed about any investigation that follows from their complaint, and the outcome of that investigation.
- 2.7 The Board of Directors will be informed about important complaints, and the outcome of any investigation of the complaint.

### **3. Dissemination of policy**

3.1 This policy will go to all Board members and staff, and be included in any staff induction.

### **4. Review**

4.1 This policy will be reviewed every four years.

4.2 This policy was passed on 27/10/05.