

User Guide to Feedback and Complaints Procedure

Exeter Community Initiative's values your feedback and comments, both positive and negative. We are committed to providing high quality services and to continuously improving those services but we realise that there are times when we don't succeed. The feedback policy and complaints procedure aim to make sure that the issues that you raise are used to reflect on and improve our services. We will do everything we can to put things right and will review our services where necessary to stop problems happening again. We hope you agree that most of the time we do provide a good quality service. We value all feedback from our customers and would also like to hear from you about what you think we do well.

You can give your comments to any member of staff or volunteer either verbally, in writing or by email. If you would like a response, we will acknowledge receipt and explain how and when it will be dealt with. The process we will follow is outlined in the leaflet.

Enclosed in this leaflet is an ECI Complaints/Feedback Form and SAE Please see over-leaf for details on the process for making a formal complaint

A full copy of the feedback policy and complaints procedure is available from any staff member or volunteer, and is displayed outside the main admin office at 14 York Road.

How can I find out more?

If you would like further information about ECI as a whole, or any particular aspect of our work, we will be happy to talk to you and/or send you more detailed information about the specific projects we manage.

Please contact the following people to find out more:

ECI as a whole Alistair Macintosh	01392 205806
New Developments Matt Bell	01392 661330
Share Scheme/Donations Louise Porter	01392 205800
General Enquiries George Best	01392 205800
SCDE Carole Pilley	01392 205807
Ujima Project Ricky Croal	01392 205807
CARD PORCH Project Paul Douglas	01392 205851
Flying Start Children's Centre Gentian Curle	01392 666224

Exeter Community Initiatives
14 York Road
Exeter
EX4 6BA

Website: www.eci.org.uk Email: info@eci.org.uk

*Registered Charity No 1026229
Company No 2844870*

Exeter Community Initiatives Feedback and Complaints



**Exeter Community
Initiatives**

*Promoting social inclusion
by enabling individuals and
developing communities*



INVESTOR IN PEOPLE

Suggestions and Complaints

- You can give your comments verbally to any member of staff or volunteer, or you can write in the Comments & Suggestions Book which is kept in the main admin office at 14 York Road.
- Alternatively, you can complete a Feedback Form and pass it to any staff member or volunteer. Feedback Forms can be obtained from 14 York Road (01392 205800 – info@eci.org.uk)
- All suggestions and compliments received will be taken to the next Project staff meeting, discussed by staff and volunteers and used to inform how we deliver our services.
- Our response will be recorded and made available directly to you if you wish, and will also be displayed in the main admin office at 14 York Road.
- We will make sure that any confidential details are not discussed or published without your permission

Informal Complaints

- You can raise any complaint or cause for concern informally with a member of staff or volunteer who will attempt to address the issue of concern immediately.
- A record will be made of the issue and the response, and passed to the Project Manager, who will keep the record on file.
- All concerns and informal complaints received will be taken to the next Project staff meeting, discussed by staff and volunteers and used to inform how we deliver our services.
- We will make sure that any confidential details are not discussed or published without your permission.

Formal Stage One

- Alternatively you can raise your complaint or cause for concern formally with a member of staff or volunteer.
- You will be asked to make a written record of the complaint using the Complaints Form, in particular highlighting what outcome (if any) you would like to happen.
- The Project Manager will acknowledge receipt of your complaint or concern and tell you how and when the matter will be dealt with.
- A written record will be made on a Complaints Form and the Project Manager will arrange a meeting with you to address the matter within 10 working days.
- The Project Manager will attempt to resolve the issue and provide a written response within 5 working days.
- If the matter concerns ECI core business, it will be dealt with by the Executive Director.

Formal Stage Two

- If you are not satisfied with the response you may take the complaint to the Executive Director who will set up a Complaints Panel.
- The Complaints Panel will be made up of the Executive Director (or Deputy), the Chair (or Vice-Chair) of the Project Committee, and another trustee who is not a member of the Project Committee.
- The Complaints Panel will arrange a meeting with you, normally within 15 working days and attempt to resolve the matter.
- A written response will be provided, normally within 5 working days.
- If the matter concerns ECI core business, the Complaints Panel will be made up of three people, at least two of whom will be ECI trustees.

Feedback and Complaints Form Attached Here