

## **PAC Complaints, Comments and Compliments Policy**

All service users of PAC have the right to interact in a safe, secure, supportive, non-judgemental environment where you will be treated fairly by staff and others.

All service users have the right to be treated equally, fairly and be given empowerment to make your own choices to lead an independent life.

PAC see all complaints as a valuable and positive tool in reviewing and developing our service to maintain high standards in our support delivery

### **Complaining about a project or a specific member of staff.**

#### **Step One:**

Using a Complaints, Comments and Compliments Form (if you need a form please ask a member of staff for one) make your complaint in writing and give to the Project Manager. The Project Manager will look into your complaint and take appropriate action.

#### **Step Two:**

If you are unhappy with how your complaint has been dealt with you can ask the Charity Manager to consider your complaint and the reasons why you are not satisfied with the outcome. The Charity Manager will agree to respond to any written complaint and reasons for dissatisfaction within 7 days of receipt of your correspondence.

#### **Step Three:**

If you are not satisfied with the Charity Manager's decision then you can ask for the complaint to be addressed by the trustees of Pendle Action for the Community

### **Complaining about a service user**

You have the right to make a formal complaint regarding a service user if you feel you are being treated unfairly or being victimised in any way.

#### **Step One:**

Using a Complaints, Comments and Compliments Form (if you need a form please ask a member of staff for one) make your complaint in writing to a member of staff. Staff will then address your complaint in a confidential manner and advise you on what action has been taken.

#### **Step Two:**

If you are not satisfied with the outcome of your complaint, you have the right to ask the Project Manager to assess the complaint and any action taken. You must give reasons for why you are unhappy with how your complaint was dealt with.

#### **Step Three:**

If you are still not satisfied with the outcome of your complaint, you have the right to take the complaint to the Charity Manager. In order to do this you must put in writing the initial

complaint and the reasons for being unsatisfied with how the complaint has been dealt with by the staff and Project Manager.

**All complaints aim to be dealt with and replied to within 10 working days.  
During any point of the complaints procedure the person making the complaint has the right to be accompanied or seek advice from an independent body.**

### **Comments**

You can provide feedback about any project or part of the service at any time using a Complaints, Comments and Compliments form. If you need a form please ask a member of staff for one. Make your comment in writing and give to the Project Manager. The Project Manager will look into your comment and take appropriate action.

### **Compliments**

If you feel that any of the work that PAC undertakes is worthy of your compliments please feel free to put it in writing. We like to hear what we are doing well as well as what suggestions for change you may have to ensure that our projects remain equal, fair, accessible and appropriate.

If you would like to pay us a compliment please feel free to do so using a Complaints, Comments and Compliments form, in person, via telephone, via email or direct to our trustees.

The Charity Manager is Claire Bennett, Email – [claire.bennett@pendle-action.org.uk](mailto:claire.bennett@pendle-action.org.uk)  
Contact Number - 07809503761

### **Address for trustees**

Pendle Action for the Community Management Committee  
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Leeds Road  
Nelson  
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