

# Sutton Community Transport

## Complaints Policy



Sutton Community Transport views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone
- wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to
- contact us to make a complaint
- To make sure everyone at Sutton Community Transport knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do.

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Sutton Community Transport.

### **Where Complaints Come From**

Complaints may come from clients and members of the local community.

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff who should use Sutton Community Transport's Discipline and Grievance policies.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the board of Trustees

### **Review**

This policy is reviewed regularly and updated as required.

Adopted on:.....[date]

Last reviewed:.....[date]