Complaints, Compliments and Suggestions Policy

Current Policies & Processes

November 2026

Policy name:	**Complaints Compliments and Suggestions Policy**
Policy number:	**AT14**
Replaces:	**AT 14 V1.0**
Adoption date:	**November 2025**
Approved by:	**Holly Irwin- Operations Director**
Next Review date:	**November 2026**
Version:	**V1.1**

1. Policy statement

Action Together aims to offer a range of high-quality services and products to voluntary and community groups in Oldham, Rochdale and Tameside. Action Together aims to encourage suggestions as to how its services could be improved and proactively seeks and welcomes feedback from users – whether positive or negative.

Any complaint about any aspect of the organisation will be taken seriously and processed according to agreed procedures set out below. Compliments and positive feedback will be used by Action Together to reflect on its successes and may be used to promote the work and impact of the organisation.

Users and potential users of Action Together services will be provided with information about how to make a complaint.

2. Complaints procedure

We will always respect your privacy and any comments you make about our services will be dealt with in confidence and in accordance with the Data Protection Act of 2018.

Complaints should be set out in writing and must be made within 28 days of the matter arising that causes your complaint. It should be addressed to the relevant Director for the area in which the complaint has been made. For example, a Locality Director, or Director of Finance. The letter/or email will be acknowledged by the Director, normally within five working days of receiving it.

The Director will investigate the circumstances surrounding the complaint, and interview relevant people pertaining to the complaint. The Director will reach a decision regarding the complaint and will send a response to the person making the complaint within 28 working days of first receiving the letter/or email of complaint.

If the person making the complaint is not satisfied with the response and decision made by the Director, they may appeal the decision by writing to the Chief Executive of Action Together.

The Chief Executive will acknowledge receipt of the letter/email within eight working days where possible and will investigate the complaint. A decision will be made by the Chief Executive and sent to the person making the complaint within 28 days of receipt of the appeal. This decision will be final.

Where the complaint is about a Director then the person making the complaint should contact the Chief Executive directly who will conduct the initial complaint. If the person making the complaint wishes to appeal the decision made by the Chief Executive in relation to a Director complaint, then an investigation will be carried out by the Chair or another member of the Board acting on their behalf.

The Chair will aim to produce a decision, which is final, and to notify the person making the complaint of their conclusions within 28 days of receiving the letter, together with a clear explanation of the reasons for reaching them.

If the complaint is about the Chief Executive, then please contact the Chair of Action Together, who will arrange for one of Action Together trustees to investigate the complaint, and the Chair will hear any appeal as described above.

All complaints received will be logged along with their response and internal action taken in a central complaints area.

If the complaint relates to a specific member of staff, the line manager will interview the staff member and will make notes of the meeting which will be filed in the individual's personnel file along with a copy of the original complaint. Should the line manager feel the complaint was sufficiently severe that disciplinary action is warranted then they must follow the Disciplinary Procedures as set out in Action Together's Disciplinary and Capability Policy AT7.

The number and nature of complaints will be reported in the Chief Executive's quarterly Board report, and the Board may request further details as necessary.

3. Compliments and suggestions

All positive feedback (letters / email etc.) received will be collated and kept by the HR Manager. The Chief Executive will be made aware by line managers of any

specific praise or feedback about an individual member of staff or volunteer, and if appropriate will ensure that this is fed back to the individual concerned.

Where appropriate, quotes from feedback received may be used to promote the organisation, for example through websites, newsletters and annual reports.

Action Together will seek ways for its service users to suggest improvements to its services, and will promote and encourage this feedback, for example at events, on its website and in its annual report. Suggestions will be collated by the Chief Executive or relevant service manager and used in the planning process.

Compliments and suggestions will be monitored, and information from this will be fed into the planning process as appropriate.

Review and Version History

Version	Date	Summary of changes	Approved By
1.1	November 2026	Annual review completed. Minor amendments made to improve clarity, update references and relevant legislation and strengthen guidance on complaints, compliments and suggestions.	Holly Irwin-Operations Director