

2 Complaints Handling Policy

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Review	This policy will be reviewed periodically.

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1 This policy applies to all Board members, employees and casual workers henceforth referred to as the Staff of Sadeh.

1. Initial response to a complaint

Any individual raising a complaint about anything relating to Sadeh should be treated with dignity and respect. The key aspects of the initial response to any complaint are:

- Thank the visitor for complaining

Say that you are sorry that the problem has happened. This is not an admission of guilt and it does demonstrate respect for the visitor. Any complaint is an opportunity for Sadeh to learn and improve.

- Put yourself in the place of the visitor

Consider their perspective and ensure you understand what the issue is, and why it is important to them.

- Assume at the outset, that the visitor has a valid point

This helps focus on ideas for an acceptable resolution, and reduces the tendency to attempt to “prove them wrong”, which is usually unhelpful.

2. Establish the facts

Let the visitor give you all of the information. This will help you fully understand the situation and, if the visitor is emotional, this will give them time to calm down. Ensure they are comfortable discussing the matter and if it seems appropriate, offer to speak at a later time if that would be helpful for them.

3. Agree the best available solution

Ensure the visitor understands and accepts the solution you are putting forward.

4. Learn from every complaint

Wherever possible let the complaining visitor know that they have helped you resolve a problem. Where appropriate, let them know what you have done to ensure the problem does not recur.

5. Always respond

People who complain in person hopefully always get dealt with, but make sure that everyone who complains on the telephone, by letter, or by e-mail also receives a rapid and appropriate response, in line with the guidance outlined above.