**Comments, compliments and complaints policy**

**PIE: Pursuing Individual Excellence**

We welcome your feedback. This policy details how to contact with us with a comment, compliment or complaint, and what to expect when you do.

**1. Purpose and scope**

We operate across the north west of England, with much of our work being focused around the Greater Manchester region. Our small team is made up of directors, facilitation staff, admin staff and volunteers.

We are committed to providing high quality learning intervention programmes. We want our services to achieve the highest standards in all that we do, no matter what the service is or where it takes place. One of the ways in which we can continue to improve is by listening and responding to feedback.

This policy outlines how we deal with feedback (including comments, compliments and complaints) about any of our services.

**2. What is a comment, compliment or complaint?**

We value comments and suggestions so that we can improve what we do, and where you think we have done particularly well we would be delighted to hear from you. If you have a concern or you are dissatisfied with any aspect of PIE’s services or activities, we also want to hear from you so that we can respond to your concern and learn from it.

**3. Policy principles**

We want you to be satisfied with us. We welcome positive feedback so that if something has gone well we can continue and repeat it. If something has gone wrong, we would like to know so that we can prevent it happening again.

The principles of this policy are therefore that we want to ensure that:

* Commenting is as easy as possible
* We always respond and treat your comments seriously
* Our communications with you about your feedback are prompt and polite
* We learn from comments and use your feedback to improve our services
* We respond to you in the right way, for example with an apology where things have gone wrong; a gracious thank you where you have complimented us; or with an explanation or information as appropriate.

We will always try to respond positively and effectively to complaints and to put right any shortcomings that are within our control, so that any complaint is resolved satisfactorily and speedily.

We also give participants the opportunity to submit feedback during and at the end of programmes, and ask partners and parents to submit feedback questionnaires at various points throughout the year. This is then analysed by staff, and discussed by the board of directors.

**4. How to submit feedback to us**

It is usually best to contact the person who is providing the service, as they are best placed to respond to comments. If you have a concern or problem you should similarly try, in the first instance, to resolve the problem with the service or person concerned. They will often be able to put things right very quickly and simply.

If you do not know who to contact or do not feel comfortable raising it in the way suggested then please email us via info@pieuk.org.

In relation to any complaint or compliment, it would be helpful if you could state clearly and briefly in your email:

* What went wrong or what went well
* When and where it happened
* Who was involved
* What you want from your feedback
* Your name, address and contact details (telephone and/or email).

**5. Response to your feedback**

The way in which we respond to your feedback will vary according to its nature – for example a compliment might not need a written response.

If you make a complaint, we will send you a receipt email within seven days, which will give you the name of the person who will be responding more fully.

It may be necessary for that person to contact you for further information. All complaints will be treated with an appropriate degree of confidentiality, and information will only be shared with staff and volunteers as necessary to assist in understanding what has happened and to respond.

We will reply to your complaint as soon as we are able to and our aim is to gather any further information which is needed and to respond to you within 14 days of telling you who is dealing with it. Where this is not possible, we will let you know when you will receive a full response.

**6. If you wish to take the matter further**

If, after you have received this response, you still think that the matter has not been resolved, you should contact the CEO of PIE, Beth Nunn, via beth@pieuk.org. Your complaint will then be investigated further and you will receive a response, in writing, giving you the findings and recommendations in answer to your comments within a further 21 days. This is the final stage of our response.