

	<h2 style="text-align: center;">Human Resources Manual</h2>	
Section: 4	Subject: Complaints & Compliments Policy	Issue: 3
	Date: 16.11.12	Review: 16.11.13

LIFE is committed to providing a high quality service. This complaints and compliments policy enables LIFE to respond clearly and properly to complaints and to know when and why people are not satisfied with our services, so that LIFE can improve on them. All compliments received from our services are collated and reported on within the quarterly and annual report for complaints and compliments.

LIFE is committed to maintaining an accessible and open complaints procedure by responding positively to complaints and trying to resolve complaints informally.

LIFE's aim is for its clients, service users/tenants and supporters to be able to raise a complaint and to be assured that their complaints will be investigated fully and fairly in an efficient manner. All written complaints will be acknowledged within four working days and investigated and reported back within twenty one working days.

If the complainant is not happy with the result of the response to the complaint, they will have the right to appeal. All appeals should be forwarded to Head Office and an independent Manager/Head of Department will conduct the appeal. . If the complaint is related to:

- **Care Counselling** the complainant can contact the British Association for Counselling & Psychotherapy
- **Fundraising** the complainant can contact the Fundraising Standards Board.
- **Housing** the complainant can contact either:
 - Housing Ombudsman Service
 - The relevant Supporting People Board, contact information for the relevant board can be found on the house notice board or from a member of Housing staff.