



## **I CAAN COMPLAINTS POLICY**

I CAAN 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 I CAAN 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 I CAAN.

### **Where Complaints Come From**

Complaints may come from an I CAAN Member, a member of the public or an organisation that has a legitimate interest in I CAAN.

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

### **Confidentiality**

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

Chairperson

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Signature:

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Date:

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Secretary

Name:

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Signature:

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Date:

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Treasurer

Name:

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Signature:

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