image Complaints Procedure

Image seeks to offer the best possible service to the public at all times. However, should anyone be unhappy with the service provided they should follow the procedure below.

All learner enquiries that relate to complaints and/or appeals will follow the process outlined below.

When a complaint is made:

- The staff member will try to resolve the issue to the satisfaction of the complainant. If he/she continues to be unhappy then the staff member/trainer must inform him/her about the complaints procedure.
- The staff member will first offer to put the complainant in touch with a member of staff responsible for the particular service, ie Training Coordinator or Pregnancy and Loss Coordinator. She will investigate the circumstances, consult with those who have oversight of the services and report back in writing to the complainant. If this does not resolve the issue satisfactorily, the client will be given the address of the organisation so that a formal complaint can be made to the trustees.
- The trustees will explore the matter further in consultation with the complainant and staff involved and report in writing to the complainant of the action taken. The final arbiters in all disputes will be the trustees.

Appeals Procedure

- If the complaint is made in connection with the Image training course and cannot be resolved, the complainant may take the complaint to the validating bodies, Open Awards and the Association of Christian Counsellors which would constitute the appeals procedure.
  The procedure – staff, management, trustees, validating body – will be made clear in the training manual.
- If the complaint is made by a trainer under a contract agreement with image, the complainant will first seek resolution through the image course supervisor, followed by the Training Co-ordinator and the trustees. If unresolved, they may take their complaint to the validating bodies listed above.
- If the complaint concerns our client support work and any other aspect of the work, an appeal can be made to the Charity Commission.
- It is *image*'s responsibility to make sure that the complainant has all the relevant addresses.

We understand the importance of dealing with complaints swiftly:

- We will acknowledge all complaints within one week and provide information to the complainant about the procedure.

- If action needs to be taken (an investigation or a change in image's operating procedures) we will do this within a further 2 weeks under the direction of management
- Where appropriate, we will report back to the complainant about action taken as soon as possible and always within a month of the date the complaint was received.
- Trustees will always be informed of complaints

- If the complaint goes to the Appeals process, involving other bodies, it could take significantly longer to resolve.

Records

When a complaint is made, the staff member concerned will make a written record, with as much detail as possible, signed, dated, and including his/her response to the complaint. The staff member shall then inform their line manager and pass the written details on to them. Details of the complaint whether resolved or not should be passed onto the Trustees within 7 days. It is of the utmost importance that at every stage during this procedure accurate records are kept of all conversations that take place and that copies are kept of all correspondence. All records of complaints will be stored electronically in the HR file.

This Policy is reviewed annually