## *Complaints Policy*

Knutsford Community First Responder Trust (KCFRT) aims to provide its members and service users with the best possible service. However, KCFRT recognises that from time to time there may be occasions when members or service users feel that the quality or level of service provided falls short of what they could reasonably expect.

The goodwill of the KCFRT members and service users is greatly valued by KCFRT and we would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance, if possible, we would expect a complaint to be raised directly with the member of staff concerned, who in turn must then report the incident to the Chairman of the Trust.

Complaints regarding Community First Responder (CFR) on call activities will be dealt with through our CFR Team Leader who if necessary will implement the NWAS complaints process.

The more formal procedure outlined below is intended for use by members and service users, where informal communication has not resolved the problem.

### 1. This is what you should do:

The complaint should be made either in person, by telephone, letter or email to the Chairman who will acknowledge, in writing within ten working days, the receipt of any complaint. The Chairman's details can be found in the Contact section of our website. Alternatively, an email can be sent to compliants@kcfrt.org.uk.
The Chairman or another member of the KCFRT Executive committee will appoint a Complaint Coordinator from the KCFRT Executive committee. Most likely the Complaint Coordinator will arrange a meeting with the complainant to discuss the complaint. At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

### 2. This is what KCFRT will do:

The Complaint Coordinator will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Complaint Coordinator will agree any necessary further action with the complainant.

The Complaint Coordinator will keep the KCFRT Executive members informed of the number and nature of complaints, and the outcomes. S/he will report to the Executive on this at quarterly Executive meetings.

Please also let us know if you are happy with KCFRT's services by using the same contact details that can be found in the contact section on our website.

## 3. Revision History

| Version number | Reason for change | Valid from |
|---|---|---|
| 1 | New version | 12-Mar-2018 |
| 2 | Web address changed in footer | 01-Aug-2019 |
| 3 | Patron details removed and section 1 updated to add a complaints mailbox email address | 27-Apr-2022 |