

# **ACTION FOR HEALTH, EDUCATION AND DEVELOPMENT (AHEAD)**

## **COMPLAINTS PROCEDURE**

### **A Purpose**

1. AHEAD exists to serve members of the Gujii Oromo community living in the UK and elsewhere, specially in Ethiopia. Many people may approach the organisation at times when they feel vulnerable or anxious. If services are not satisfactory, this may be particularly upsetting. It is very important for the organisation to be aware of areas of dissatisfaction and to correct any shortcomings.
2. The procedure is to enable people using services of, or taking part in activities organised by AHEAD to be heard when they feel things have gone wrong.

### **B Principles**

1. People making complaints have the right to be treated equally and not suffer discrimination.
2. Complaints are to be treated seriously and dealt with in good time.
3. Complaints are to be treated with an open mind, and will be investigated without prejudice.
4. People making complaints have the right to confidentiality. If requested, names will not be disclosed in investigating complaints. However, anonymous complaints may not be investigated.
5. Abusive and offensive comments are not classed with 'complaints' and are not acceptable.
6. The overall level of complaints is to be recorded and monitored.

### **C The Procedure**

1. If you have a complaint about any service or activity, which you wish to be handled formally, you should write to the Co-ordinator.

2. The Co-ordinator will decide, from the nature of the complaint, which is the appropriate person to deal with your complaint.
3. Your complaint will be investigated and you will receive a reply from the appropriate person within twenty-eight days.
4. If you are not satisfied with the reply, you should write to the Chair of AHEAD within fourteen days.
5. The Chair of the Management Committee will inform the Management Committee about your complaint at the next meeting of the management committee. You will receive their reply within fourteen days of that meeting. This reply will be final, and no further correspondence will be entered into about your complaint.
6. Formal complaints about the Co-ordinator should be addressed to the Management Committee. These will be dealt with in the same way as under 5, above.
7. Formal complaints about individual members of the Management Committee should be addressed to the Chair of the Management Committee. Formal complaints about the Chair of the Management Committee should be addressed to the Vice-Chair. These will be dealt with by either the full Management Committee or by a Sub-Committee appointed by the Management Committee. You will receive a reply within twenty eight days of the meeting following receipt of your complaint.
8. Complaints made less formally will be recorded (without the complainant's name, unless requested) and reported to the appropriate person.
9. The number and type of complaints will be monitored anonymously, and this information will be openly available.

## **D Breach of the Procedure**

Breach of the Complaints procedure by staff or volunteers will be treated as a disciplinary offence and may lead to suspension or termination of contract as gross misconduct.