

# Feedback and Complaints Policy

At ADD-vance, we are committed to providing information, support, and services to the highest standard. To help us maintain this quality, we always welcome feedback on how we are performing.

This policy outlines the steps to follow if you wish to comment on the service you have received or make a complaint.

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## Compliments

We love to hear when we've done well!

- Compliments will be **passed on** to the staff member or team they relate to.
- They may be used to **recognise exceptional staff performance**.
- They help us **inform and improve working practices** across our organisation.

## Comments and General Feedback

If you have a comment or general feedback about our services that is **not** a formal complaint:

- Please tell the ADD-vance team member involved in the service you received.
- Alternatively, you can email your feedback directly to: [herts@add-vance.org](mailto:herts@add-vance.org)

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## Complaints

If you have a concern, we encourage you to try and resolve it with our team members **informally** first. This is often the quickest way to sort matters out.

### Raising a Formal Complaint

If you decide to raise a formal complaint, please ensure the information provided is:

- **Clear and concise** about what the complaint is about.
- Clearly states the **desired outcome(s)**.

This helps the relevant Line Manager identify the most appropriate process to resolve your concerns.

**Please Note:** If you provide additional information or change details of the complaint *after* submission, the response timescale will be reviewed and may start afresh, at the Line Manager's discretion.

## ADD-vance's Formal Complaints Process

Stage	Process	Timescale
<b>1: Local Resolution</b>	A member of the ADD-vance management team investigates the complaint.	<b>Acknowledgement:</b> within 5 working days. <b>Written Response:</b> within 10 - 20 working days.
<b>Escalation to Stage 2</b>	If you remain dissatisfied, you must write to the CEO within <b>20 working days</b> of the Stage 1 response date, confirming your outstanding concerns and desired outcomes.	N/A
<b>2: Review by CEO/Board</b>	The CEO (or a Board member, if the complaint involves the CEO) undertakes an investigation.	<b>Written Response:</b> between 5 weeks (25 working days) and 13 weeks (65 working days).

### Important Information about Stage 2

There is **no automatic right** to escalate your complaint to Stage 2. Stage 2 will not be agreed if:

- The complaint has already been fully **upheld** at Stage 1.
- The Line Manager decides that Stage 2 would **not provide a demonstrably different outcome**.

Any decision not to escalate will be communicated to you in writing with clear reasons. **This concludes the Complaints Process.**