



PACTO

Pembrokeshire Association of Community Transport Organisations
Cymdeithas Mudiadau Cludiant Cymunedol Sir Benfro

Compliments and Complaints Policy

1. Scope

This policy applies to staff, volunteers, services and service users of services provided *directly* by the charity known as Pembrokeshire Association of Community Transport Organisations. Other community transport services and schemes which operate within Pembrokeshire are governed by their own policies and procedures.

2. Principles

PACTO aims to provide high quality service to our members, to individuals receiving services provided by PACTO, and to all those who we work with. We are committed to providing a high standard of service and to continuously improving and extending what we can offer.

We are always pleased to hear compliments about the work that we do. This policy sets out how we will record and respond to compliments.

However, we recognise that there may be occasions when things go wrong. It is important that you tell us when this happens so that we can deal speedily with the problem you have raised. Feedback really does help us to improve the quality of our work.

You may complain under this procedure if you feel:

- The service you have received from PACTO has failed to meet our service standards
- You have not been treated in accordance with our policies and procedures
- You are unhappy with the behaviour of our staff

3. Process

Compliments:

We are always delighted to receive positive feedback from those who are pleased with the service received from PACTO and/or specific staff members or volunteers.

Compliments can be sent in writing to PACTO c/o 4 Courtfield Drive, Simpson Cross, Haverfordwest SA62 6EQ or by email to debbie@pacto.org.uk.

Any Trustee, staff member or volunteer receiving compliments about PACTO's work should forward the comments to PACTO's Manager so they can be collated. Where compliments relate to specific staff members or volunteers, this should be made clear, so that the positive feedback can be passed on to them.

Information about compliments received will be shared with Trustees, staff and volunteers.

Complaints:

We operate a three stage complaints process.

Stage 1

If you are unhappy about any of our services, we undertake to deal quickly and effectively with the matter. As a first step, we suggest that you contact the member of staff concerned to see if the problem can be resolved to your satisfaction. PACTO staff will do everything they can to put things right, including reviewing procedures to stop problems happening again. The contact will be acknowledged within 7 working days. The staff member will seek to resolve the matter within 28 working days during which a copy of the Complaints Procedure will be made available to you. If, at this point, the matter has not been resolved to your satisfaction you can make a formal complaint in writing to PACTO's Development Manager.

Stage 2

If you are not happy with the response provided under Stage 1, you can write to the Development Manager who will acknowledge receipt within 7 working days. The address for correspondence is Development Manager, PACTO, c/o Transport Unit, County Hall, Haverfordwest, SA61 1TP or by email to debbie@pacto.org.uk.

The Development Manager will investigate the issues raised and let you have PACTO's response to the complaint within 14 working days.

Stage 3

If you do not feel that the Development Manager's Stage 2 response is acceptable, you have the right to ask for your complaint to be referred to PACTO's complaints panel. The panel consists of the Chairperson and two further members of PACTO's Board. The Development Manager may also refer complaints to the panel. You will be advised of the date of the panel meeting which will normally convene within 28 working days of the referral.

You will be notified of the panel's decision within 5 working days of its meeting.

In the case of a complaint from an individual or organisation that is not a member of PACTO, the panel's decision is final.

PACTO members are entitled to raise any issue in relation to the management and administration of the organisation at the Annual General Meeting. PACTO's AGMs are usually held in May; please contact the Development Manager at least 8 weeks before the advertised date of the meeting who will advise you on the steps to take.

4. Complaints against Community Transport Service Providers

Where you wish to raise a complaint against a community transport operator, the 3 stage complaints procedure set out above will not apply, and you should contact the operator directly.

Where complaints are made in relation to a specific service or activity funded through PACTO, complainants will be advised to raise the matter with the operator, following the procedures set out in the operator's own complaints policy.

PACTO may request a copy of relevant correspondence from operators in relation to complaints made on services funded via PACTO, and reserves the right to take such action as it deems appropriate - this may include, for example,

- investigating the substance of the complaint
- alerting other funders to the nature of the complaint
- initiating close monitoring of the organisation

In cases with very serious and potentially dangerous allegations (such as the abuse of vulnerable adults or serious financial irregularities), PACTO will undertake urgent investigation and/or refer the matter to appropriate authorities such as the Police. Other action in these circumstances may include:

- immediate negotiation and transfer of service to another agency to manage in the short/medium term if appropriate
- withdrawal of PACTO funding

5. Monitoring

To ensure that this policy is adhered to as fully as possible, PACTO will:

- Monitor the compliance with this policy and rectify any breaches.
- Review the policy periodically to take into account changes in legislation or in PACTO's activities. The policy will be reviewed as a matter of course every two years.

Signed: *J. C. Roberts*

Signed: *David C...*

Date: 14/1/19

