

# Process for dealing with Formal Complaints

COMPLAINT RECEIVED IN WRITING ON COMPLAINTS FORM



STAGE 1

COMPLAINT ACKNOWLEDGED IN WRITING BY PERSON WHO RECEIVED COMPLAINT WITH DETAILS OF PERSON WHO WILL FOLLOW UP



STAGE 2



Stage 2 **MUST** be completed within 5 DAYS

COMPLAINT PASSED TO REGIONAL ADMINISTRATOR/ REGIONAL PRESIDENT



STAGE 3

RECIPT OF COMPLAINT ACKNOWLEDGED. COMPLAINT DETAILS OBTAINED FROM CONFERENCE/AREA PRESIDENT AND ATTEMPT MADE TO RESOLVE ISSUE BY AREA PRESIDENT



STAGE 4



Stages 3 & 4 **MUST** be completed within 10 DAYS

COMPLAINANT NOTIFIED OF ANY FURTHER MEETINGS OR INTERNAL INVESTIGATIONS NEEDED



STAGE 5



Stage 5 **MUST** be completed within 5 DAYS

INTERNAL INVESTIGATION AND ASSESSMENT CARRIED OUT BY AREA OR REGIONAL PRESIDENT WHERE APPROPRIATE. ALL RECORDS MUST BE KEPT BY PERSON OVERSEEING INVESTIGATION



STAGE 6



Stage 6 **MUST** be completed within 30 DAYS. If investigation is **NOT** completed, complainant **MUST** be informed of progress EVERY 20 DAYS

REGIONAL PRESIDENT & REGIONAL ADMINISTRATOR **MUST** BE NOTIFIED OF OUTCOME. WHERE INTERNAL INVESTIGATION IS UNSUCCESSFUL, REGIONAL PRESIDENT CAN REFER TO THE NATIONAL SECRETARY



STAGE 7

FINAL OUTCOME GIVEN IN WRITING TO COMPLAINANT WITH OFFER OF A MEETING



Society of St Vincent de Paul

\* The person against whom the complaint was made has a right to reply, please see complaints policy for full information