

HOME-START HELLAS

COMPLAINTS POLICY

1. Scope

Home-Start Hellas aims to provide high quality services that meet the needs of the family. Our goal is to monitor and improve the services we provide. A policy of "expressing grievances" but also positive reviews, including a clear grievance management process, is one way to achieve this.

This policy covers complaints, as well as positive comments, about the services provided by Home-Start Hellas. Complaints and positive feedback related to a local Home-Start must be directed and addressed to that local scheme.

2. Expressing complaints about our services

We define "complain" as a situation or an instance where either an individual or an organization considers that Home-Start Hellas does not live up to their reasonable expectations and wish to express their dissatisfaction.

We do recognize that there will be times when we make mistakes. To learn from such mistakes, the Board and staff need to be aware of these mistakes and encourage people to comment or complain.

These comments or complaints will always be taken seriously, recorded and responded to as appropriate in the process that forms part of this policy.

3. Complaint resolution procedure

Stage 1

We hope that the majority of complaints can be resolved informally by speaking directly to the person or persons involved. If this is not possible, however, steps 2 and 3 are available to support complainants.

If it is not possible to resolve your complaint in Stage 1, you should go to Stage 2.

Stage 2

We take all grievances seriously and seek swift, fair and effective resolution. We promise to address your complaint sensitively.

We urge anyone who expresses a complain to submit in writing to a member appointed by the Board of Directors. In this case, this person is the Secretary-General

of the Board Mrs Dimitra Kondylis and the complaints should be addressed to dkondyli@gmail.com

Upon receipt of the complaint, an initial assessment will be carried out and sent to the appropriate person / service, depending on the subject matter of the complaint.

Timetable

You will be notified of the receipt of your complaint within 10 business days of receiving it. Wherever possible, we will provide you with a resolution of your complaint at the same time.

When your concerns require further investigation, for which we are unable to provide a full analysis as part of our initial response, we will provide you, within 5 business days of the receipt of your complaint, with an expected timetable for our response and we will keep you informed at regular intervals throughout our investigation. We will also let you know who handles your complaint so that you have a contact point if you need to communicate with us. You should expect a full response from us within 20 business days from the date we received your complaint.

To help us with our investigation, please provide your contact details and explain your concerns as clearly and as fully as possible. There may be times in which we will need to seek more information from you to fully investigate your concerns, and if so, your kind response will allow us to resolve your complaint as quickly as possible.

If you are not satisfied with the answer to Stage 2, you should go to Stage 3.

Stage 3

If you still have concerns, you can ask us to consider your complaint with our Board of Directors. In Stage 3 you will be notified of the receipt of your complaint within 5 business days of receipt. We aim to provide you with a complete written response as soon as the first next Board of Directors of our organization convenes and in any event not more than two months after receipt of your complaint. If the timetable is delayed due to annual leave or sick leave of the person who will be called upon to handle your complaint, you will be informed. It is possible that the Board, if it considers it necessary, to invite you to attend its meeting in order to explain your complaint.

This is the last stage of our complaints management process. We hope that we do not have to reach this stage and solve the issues in earlier stages. We hope in all cases that our responses at Stage 3 will be satisfactory for you.

4. Complaint Monitoring

All complaints will be recorded regardless of whether or not the complaint was meritorious. This will allow Home-Start Hellas to analyse the complaint to determine what happened or what could possibly have happened.

Complaints will be monitored by the Secretary-General of the organization and a report will be prepared by the person in charge of the management of the complaint who must provide the Secretary-General with an overview of the complaint and how it has been resolved. The report will also include the conclusions and suggestions for measures to be taken to prevent further complaints of this nature or to improve / adapt our services to minimize the possibility of any further complaints.

An overview of any complaints received will be take place from time to time to identify any new trends or common patterns. Should such trends or patterns be identified, this will be recorded and reviewed by the Board of Directors to prevent further complaints or minimize the likelihood of such complaints and to continually improve our services. This may include adapting procedures and providing additional training.

5. Review

This policy will be reviewed on a three-year basis to check its effectiveness

6. Expressing your positive view of our service

Positive comments are valuable, welcomed and important and when received, either verbally or in writing, they will be recorded. Positive comments:

- let us know if our service satisfies its users (families) and other stakeholders (volunteers, partners, etc.)
- provide a positive feedback to our staff / volunteers who encourages them in their work
- influence our organizational development and development of our services
- let us know if our service actually ensures the desired quality standards

**OUR GOAL IS TO RECEIVE AS MANY AS POSSIBLE POSITIVE COMMENTS
AND AS FEW AS POSSIBLE COMPLAINTS**