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| Your group name/logo.  Complaints Policy  Registration number/charity number |
| This policy and guidance will be reviewed annually or if there are any changes in the related legislation or when an incident dictates.  This will ensure that this document is current and fit for purpose.   1. ***These documents, templates and policies are for advice and support purposes only.*** 2. ***You may edit and amend the documents to render them suitable for your group purposes.*** 3. ***You must not sell or re-distribute any documents or derivatives thereof.*** |
| This Policy was approved by (named person within your organisation) |
| Date of implementation |

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###### **Complaints Policy & Procedure**

**1.** **Policy**

Your group name views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

**1.1.Your group names’ policy is:**

* to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
* to publicise the existence of the complaints procedure so that people know how to contact your group name to make a complaint;
* to make sure everyone at your group name knows what to do if a complaint is received;
* to make sure all complaints are investigated fairly and in a timely way;
* to make sure that complaints are, wherever possible, resolved and that relationships are repaired;
* to gather information which helps your group name to make improvements.

**2.** **Definition of a complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of your group name

**3.** **Where complaints come from**

* Complaints may come from any person or organisation who has a legitimate interest in your group name.
* A complaint can be received verbally, by phone, by email or in writing.

**4.** **Confidentiality**

All complaint information will be handled sensitively, informing only those who need to know and following any relevant data protection requirements.

**5.** **Responsibility**

Overall responsibility for this policy and its implementation lies with the Co-founders and senior management team.

**6.** **Review**

This policy is reviewed regularly and updated as required.

**7.** **Complaints procedure**

* Written complaints may be sent to your group name at insert address
* Verbal complaints may be made by phone to number here or in person to any of your group name’s senior management or team leaders at the above address or at any of our events/activities.

**8.** **Receiving complaints**

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

* + write down the facts of the complaint;
  + take the complainant's name, address and telephone number;
  + note down the relationship of the complainant to your group name (eg. service user/guest, volunteer, member of public);
  + inform the complainant that your group name has a complaints procedure;
  + inform the complainant what will happen next and how long it will take;
  + where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant’s own words.

**9.** **Resolving complaints**

**Stage One**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Co-founders or senior management team within one week.

On receiving the complaint, the Co-founders or senior management team will record it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

**Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at stage 2. At this stage, the complaint will be passed to a member of senior management team or a Co-founder. The request for higher level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

One of the Co-founders may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the board of trustees decides it is appropriate to seek external assistance with resolution.

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| Name | Signed | Date |
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