

Complaints

Original written: 2019 Rosie Weston

Authority: Trustees

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Version	Date	Reviewed by	Changes made	Circulate to	Seen by all
1.0	2019		Written		
1.1	13/7/22	Rosie Weston	Cover sheet created	N/A	N/A
1.2	21/8/23	Rosie Weston	Removed name of current Deputy Clerk so just using job title; referenced Anti-social behaviour policy	N/A	N/A

Complaints

If a member of staff has a complaint about their employment, they should use the *Grievance Procedure* (Chapter 16 in the *Staff Handbook*).

We recognise that sometimes things go wrong. When this happens, we want to know, so we can put things right and improve our services.

A complaint is generally when you think we have:

- failed to do something that we should have done;
- done something that we should not have done;
- not met any published standards.

Complaints should be raised with us as soon as possible so that we can resolve it quickly. We would not normally investigate complaints about issues which happened more than six months ago.

What isn't a complaint?

- An initial request for a service, such as when you report a repair for the first time.
- An initial request for information or an explanation.
- An anti-social behaviour issue, as these are dealt with under different procedures, please see the Foundation's *Anti-social behaviour* policy.
- An appeal against action resulting in court proceedings or matters subject to on-going court proceedings.

Anyone who receives a service from us can make a complaint, this includes residents, or their families or visitors. We will deal with all complaints using the following three stage process:

Stage 1

You can make a complaint by email, letter, in person or by telephone. If you make a complaint by phone or in person, we will provide a written copy of the complaint to the complainant.

We will make every effort to resolve the problem the first time you contact us. If we are unable to resolve your problem straight away, we will investigate and provide you with our decision within 5 working days. If we are unable to provide a response by then a new date will be agreed with you.

In the first instance your complaint will be dealt with by a Senior Manager. Depending on where you live and/or the nature of the complaint this will usually be either the Warden/Deputy Warden of our Sheltered Service or the Deputy Clerk.

Stage 2

If you are not satisfied with our response at Stage 1, you have 30 calendar days to tell us why you want to take things further and how you would like us to resolve your complaint. The Clerk to the Trustees or a Senior Manager not involved in the initial response will oversee your complaint. We will acknowledge your complaint within 2 working days and provide you with our decision within 10 working days. If we are unable to provide a response a new date will be agreed with you.

Stage 3

If you are not satisfied with the Stage 2 response, you can ask for your complaint to be escalated to the Board of Trustees. You must tell us why you remain dissatisfied and what we can do to resolve the problem.

The Trustees will determine the best way of handling your complaint. They may decide to set up a panel at which you will be invited to speak and explain why you remain dissatisfied and what we can do to resolve the problem.

In most circumstances the Trustees decision will be final.