

When things go wrong, we're here to help – making a complaint



We are committed to providing quality services and work in an open and accountable way which builds trust and respect with the individuals who engage with our services, and other stakeholders. Listening and responding to your views is a key focus for us and we welcome both positive and negative comments.

We recognise there will be times when we don't meet these high standards. Should you need to make a complaint or raise a concern we will make the process as easy and fair.

We aim to deal with any complaint promptly and politely, whilst respecting your need for confidentiality. Our complaints procedure is set out below.

Informal complaint (stage 1)

In the first instance, please talk to the member of staff and volunteer who you have been in contact with. They will try to resolve your complaint by taking an informal approach which may be the most appropriate to resolve a complaint effectively and to your full satisfaction. If your complaint cannot be resolved informally, we kindly ask that you contact us formally by email or in writing. Please refer to our [contact us](#) page for further details.

Formal complaint (stage 2)

A formal complaint may be made in writing within 2 weeks of the complaint not being resolved at Stage 1. Please refer to our [contact us](#) page for details.

Your complaint will be passed to a member of staff who is responsible for the service, section, or individual the complaint is about. If the complaint is about the person responsible for the particular service, section, or individual the complaint will be dealt with by another member of staff or trustee.

We will acknowledge your complaint in writing within one week of being received by email, or the date a postal complaint arrives at our registered office. We will fully investigate your complaint and document all discussions and the conclusions reached. These will also be discussed with the member of staff or volunteer involved.

We will aim to provide a written response within four weeks of the written complaint being received. If this is not possible, we will contact you to explain any delay in our final response. Should you not be satisfied that we have dealt with the complaint to your complete satisfaction, you can ask for a review to take place as detailed in stage 3 of our complaint procedure.

Formal complaint (stage 3)

Upon receipt of your request to escalate your complaint to stage 3 a member of staff or trustee who hasn't been involved in the original complaint will review the investigation and outcome of the complaint. The person dealing with the complaint at Stage 3 may need to contact you as part of their review. They will also discuss the complaint with all parties previously involved. The member of staff or trustee will review all the information and reports relating to the complaint prior to deciding the outcome.

We will respond in writing within four weeks of receiving your request for your complaint to be reviewed at stage 3. The decision will be final; however, you may ask for a procedural review to be carried out if you believe your complaint hasn't been correctly dealt with.

Procedural review (stage 4)

This stage allows you to seek a review of the way we dealt with your complaint and to establish that the correct procedure was complied with, and that the decision was fair. This review will be completed by the Chair of the Board of Trustees and will only establish the procedural and fairness aspects of the complaint. The decision made at stage 3 will remain in place where all the correct procedures were followed, and the Chair of the Board of Trustees believes the decision was fair.

The Chair of the Board of Trustees will contact you to confirm the outcome of the review within 2 weeks of your written request being received. If the complaint procedure wasn't correctly followed or it is felt the decision was unfair, the Chair of the Board of Trustees will ask for the complaint to be reviewed and reinvestigated as detailed in stage 3. This review will be conducted by a trustee who hasn't previously been involved with the complaint.

Making a complaint to an external regulator

You can ask the following external regulators to investigate a specific complaint where it hasn't been possible to remedy the situation via our internal procedure. In the case of a complaint involving data protection and privacy you should contact the Information Commissioners' Office. Our ICO registration number is ZA753205

In the case of a complaint involving the management or governance of our charity should contact the Charity Commission for England and Wales. Our registration number is 1991316.