

COMPLAINTS HANDLING

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Charity's activities. Any Trustee, Volunteer, external party or Whistle-blower may justifiably have a reason to register a complaint. Complaints can be registered with the Charity or any Trustee verbally, by phone, by email or in writing.

This policy will then be explained to the complainant who will be asked to detail their complaint in the format of their choice.

Trustees recognise that complaints to the Charity are an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint and to ensure that no further harm transpires to vulnerable ultimate beneficiaries or complainants or others.

All complainants will be treated with respect and given a fair opportunity to detail their complaints privately to the Trustees. All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Complaints will be handled in a timely manner.

While such concerns can be raised with the Chair of the Trustee Board, they can equally be raised with any Trustee, or group of Trustees, whom the Complainant wishes. The Chair or notified Trustee(s) must then:-

- a) inform the relevant public authorities of any matter which should be notified
- b) ensure that the complaint is promptly dealt with by a meeting of all Trustees (other than any Trustee against whom the complaint is being raised)

All Trustees accept that such a meeting must consider the complaint and all submissions by the Complainant carefully and fairly without favour. The Complainant has the right to attend that meeting personally or to send a representative on his behalf.

In the event of demonstrated harm or potential harm, that meeting has the duty to determine what corrective action needs to be taken by the Charity, and implementing that action promptly will become the duty of the Trustee Board.

The complainant will then be informed in writing of the Trustees' response and action. If complainants remain unsatisfied, they can appeal in writing to the Charity, adding any additional points they might want to add, and asking the Trustees to reconsider their position at the next formal meeting of the Trustees. The Trustees will then reconsider the complaint in the light of the complainant's written appeal and decide on their final response and action.