

Document Name: **Complaints Procedure**

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## 1. Introduction

This document sets out the approach that inHope follows in relation to the handling of and responding to complaints that it receives.

InHope aims to provide those it serves with the best possible service and to act fairly towards its members, volunteers, staff and trustees. We positively welcome suggestions you may have for how we can improve in those respects.

Usually, speaking with the person at the point of service delivery, or the relevant member of staff, will suffice. However, we recognise that from time to time there may be occasions when users of our services, or others, feel that the quality or level of service provided fell short of what they could reasonably expect, or those involved in the work may suspect some unfairness. We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition.

If you have a complaint, we would like you to tell us about it.

## 2. Complaint Procedure

- 2.1. If you have a complaint to make, it should in the first instance be made to the manager responsible for the project, or functional area (e.g. Fundraising, Finance) who will try to resolve the issue informally.
- 2.2. If the complaint relates to the Manager of a project or functional area, it should be made to the CEO who will try to resolve the issue informally. If the complaint relates to the CEO, contact should be made with the Chair of Trustees via the charity's office.
- 2.3. If the issue is of a serious nature, or you are not satisfied with response given informally, you should make a formal complaint.
- 2.4. Formal complaints should be made in writing, marked "Private & Confidential", and where possible be made on form CCM F002 which can be obtained via the charity's office. The written complaint, or completed form, should be addressed to the CEO or Chair of Trustees. Remember to keep a copy of your letter or completed form. If you need an interpreter or advocate to help you make your complaint, inHope can help to arrange this for you.
- 2.5. Receipt of the complaint will be acknowledged to the originator (normally within 7 days). The originator will be notified of whom will be reviewing the complaint.
- 2.6. The recipient of the complaint shall, in consultation with the Chair of the Trustees, investigate the complaint or delegate that task to an appropriate officer of the charity.

- 2.7. The investigator will review the complaint and may need to contact you for further information or to clarify any facts. The investigation shall be documented on form CCM F087.
- 2.8. The investigator shall gather all necessary information relating to the complaint from staff, volunteer and other involved parties. They will review relevant internal policies that might have bearing on the handling of the situation.
- 2.9. The investigator shall review the outcome of their investigation and their intended response with the Chair of Trustees.
- 2.10. The investigator shall communicate the outcome of their investigation to you within a reasonable time. InHope's intention is that this will be within 21 days but retain the right to extend this period should the complexity of the issue warrant it and/or should the relevant staff or volunteers be unavailable.
- 2.11. You will receive a letter summarising the findings of the investigations and the follow up action to be taken.
- 2.12. You have the right, if dissatisfied with the results of the investigation, to put your case in writing or personally to a panel comprising at least three members from the Board of Trustees.
- 2.13. If attending such a panel personally, you have the right to be accompanied by a friend or advocate to help put your case. The panel also has the right to have an advisor present who might be a legal advisor.
- 2.14. The decision of the panel will be final however you retain the right to draw your complaint to the attention of the Charities Commission for their independent investigation.

### **3. Complaints Monitoring**

All formal complaints, the investigations and the response made to them will be recorded and filed in accordance with inHope Data Protection Policy (CCM P046) being held securely.

The Trustee Board shall be advised by the CEO on a monthly basis of the number and nature of any formal complaints and their outcome. Consideration will be given to the implications that the complaints and their resolutions might have for the planning and management of beneficiary services and operational excellence, as part of inHope's ongoing self-evaluation.

## Appendix A – CCM F002 Complaint Form

inHope Complaint Form

**inHope Formal Complaint Form**

This form is to be used when a formal complaint is to be made.

**PLEASE USE BLOCK CAPITALS**

Your Name / mobile / e-mail address	
Complaint against	
Nature of Complaint	
Date(s) and Time(s) Event happened	
Location(s)	
Description of Event(s)	
	Please use reverse side if you need to write more.
Witness Name(s) / Mobile(s)	
Sign and Date	

Please send your completed complaint form to the Charity's offices at 32 Stapleton Road, Easton, Bristol, BS5 6BS. Please address your complaint to the CEO or the Chair of Trustees and mark the envelop as "private and Confidential".

For Office Use only: Complaint reference number COMPLAINT/[surname]/[YYYYMMDD]:

CCM F002 2\_0 inHope Complaint Form

Printed copies will not be updated.  
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Appendix B – CCM F087 Complaint Investigation Form

inHope Complaint Investigation Form

**inHope Complaint Investigation Form**

This form is to be used when an official complaint is made against a member of staff or a volunteer

Complaint Reference	COMPLAINT/ /
Investigating Manager	
Complaint against	
Complaint By / Nature of Complaint	
Description of Event(s) by Complainant	
Witness contact: Who / When	
Additional information by witnesses	
Description of event(s) by staff member or volunteer	
Notes from meetings	
Sign and Date	