

## Complaints Policy

### Introduction

Southern Brooks views complaints as 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.

Our policy is:

1. To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
2. To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
3. To make sure everyone at Southern Brooks knows what to do if a complaint is received
4. To make sure all complaints are investigated fairly and in a timely way
5. To make sure that complaints are, wherever possible, resolved and that relationships are repaired
6. To gather information which helps us to improve what we do

### Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of work carried out by Southern Brooks including fundraising.

### Where complaints come from

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in Southern Brooks, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should refer to Southern Brooks's internal policy on such matters.

### Complaints about members of staff

Many complaints can be sorted out informally by discussing the issue with the member of staff concerned, or if necessary in a three-way meeting with that member of staff and their manager. However, if after discussing any concerns with them the complainant remains dissatisfied they can make a formal complaint.

### Confidentiality

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

## Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees of Southern Brooks.

## Review

This policy is reviewed regularly and updated as required.