

Complaints procedure

Receiving complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Record the nature of the relationship of the complainant to Southern Brooks, eg donor, volunteer, client
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the
- complaint is recorded in the complainant's own words

Written complaints may be sent to:

Southern Brooks
Coniston Community Centre
Patchway
BS34 5LP

Verbal complaints may be made by phone to

01454 868570 or in person to an employee or trustee at any event where we may be present

Resolving complaints

Stage 1 Informal discussion

This will normally be between the complainant and the line manager of the person referred to in the complaint or the relevant member of the Senior Leadership Team. They will attempt to find a resolution to the complaint that is acceptable to all parties. This stage should take place as soon as possible after the complaint is received and within no more than 5 working days. The complaint should be passed to the Head of HR to be recorded.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed by the Head of HR.

Stage Three

If the complainant is not satisfied with the investigation at Stage Two a Trustee will be asked to investigate. Trustees reserve the right to engage an independent adjudicator to advise.

Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

Complaints against the CEO will be handled by the Chair of the Board of Trustees.

Complaints against a Trustee it will be investigated by the Chair or Deputy Chair of the Board of Trustees.

Monitoring and learning from complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Fundraising regulator

Concerns regarding fundraising can be raised with the fundraising regulator

<https://www.fundraisingregulator.org.uk/complaints>

Information Commissioner's Office (ICO)

If your complaint relates to how we have handled your data, you can raise this with the ICO

<https://ico.org.uk/make-a-complaint/>