



Helping homeless, badly-housed and hungry people in Rugby

## Hope 4 (Rugby) Ltd. Complaints Policy

Hope 4 (Rugby) Ltd. aims to provide high quality services which meet the needs of its clients. We believe we achieve this most of the time: if we *are* getting it right please let us know as we welcome compliments as well as complaints. In order to do this we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

A complaint is an expression of dissatisfaction, whether justified or not.

### Our policy covers complaints about:

- the standard of service we provide
- the behaviour of our staff and volunteers
- any action or lack of action by staff or volunteers affecting an individual or group

### Our complaints policy does not cover:

- matters that have already been fully investigated through this complaints procedure
- anonymous complaints
- complaints about access to information where procedures and remedies are set out in legislation, eg Freedom of Information Act, Data Protection Act and other Hope4 policies.

## Persistent and or vexatious complaints

These are becoming an increasing problem for all departments and public sector bodies, and difficulties in handling such complaints can place strain on time and resources and can be stressful for staff who have to deal with these complex and challenging issues. In order to counter this, we will introduce a policy that deals with persistent or vexatious complaints.

### Our standards for handling complaints

- We treat all complaints seriously, whether they are made by letter or by email
- You will be treated with courtesy and fairness at all times - we would hope, too, that you will be courteous and fair in your dealings with our staff at all times
- we will treat your complaint in confidence.
- we will deal with your complaint promptly - we will acknowledge receipt of a written complaint within 5 working days and we will send you a full reply within 20 working days of receipt
- if we cannot send a full reply within 20 working days of receipt we will tell you the reason why and let you know when we will be able to reply in full

Hope4 (Rugby) Ltd, The Hope Centre, 8 Newbold Road, Rugby CV21 2LJ

Registered Charity in England and Wales (1126487)

Company Limited by Guarantee (6614898)





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- we will publish information in our annual report on the numbers and categories of complaints we receive, and the percentage of complaints upheld.

## Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998.

## How to complain

### Verbally

1. If you are dissatisfied with your experience at Hope 4 generally please tell the staff member on duty or a Team Leader.
2. If you are dissatisfied about any particular Hope4 service, please tell the staff member on duty or a Team Leader.
3. If you are dissatisfied with the conduct of a client in Hope4 and you prefer not to tell him or her directly, then please speak to the staff member on duty, or a Team Leader.
4. If you are dissatisfied with a Volunteer, Keyworker Worker in Hope 4, and you prefer not to tell him or her directly, then please speak to the Hope4 Manager.

### Written

1. You can make a complaint by email or post.
2. You can send an email to [complaints@Hope4.org.uk](mailto:complaints@Hope4.org.uk) or in writing to Manager Hope4, 8 Newbold Road, Rugby, Warwickshire, CV21 2JH

We have a 2-stage complaints procedure. At each stage it will help us to resolve your complaint quickly if you can give us as much clear detail as possible, including any documents and correspondence and stating that you are making a complaint in line with this procedure.

## The stages of the complaints procedure

### Stage 1

This can be done verbally or in writing and is the first opportunity for the Hope4 to resolve a complainant's dissatisfaction, and the majority of complaints will be resolved at this stage. In the first instance, we will try to get your complaint resolved by the manager of Hope4.



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## Stage 2

This can only be done in writing and is If you are dissatisfied with this response to Stage 1 you may request a review by the Board of Directors. Your request should be sent Chair Of Directors, 8 Newbold Road, Rugby, Warwickshire. CV21 2JL and marked 'Confidential'. It should include the reasons as to your dissatisfaction and details of the original complaint.

Please note, however, that the Board's decision on the matter concerned will be considered final in terms of this policy.

## Timescales for handling a complaint

**Stage 1** - maximum 20 working days

acknowledgement within 5 working days

full response within 20 working days

**Stage 2** - maximum 20 working days

acknowledgement within 5 working days

full response within 20 working days

## Extending time limits

We aim to complete all complaints within the timescales above; however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case, we will keep the complainant informed of progress with the investigation, the reasons for the delay, and the new deadline.

Following any stage of the procedure, a complainant has a maximum of 28 days from the date of the final response to request that their complaint be progressed to the next stage.

Often, we will be able to give you a response straight away. When the matter is more complex, we will give you at least an initial response within five working days and a date by which a final decision will be made.

## To be available online & available from the Hope Centre

Review date: **Every 3 years**

**Agreed by the Board of Trustees April 2019**

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