

Hope 4 (Rugby) Ltd. Complaints Policy and Procedure

Policy: Hope 4 (Rugby) Ltd. aims to provide high quality services which meet your needs. 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 ensure that our services remain at an improving or high standard, we have a procedure by which you can let us know if, for any reason, you are dissatisfied with your experience of our charitable organisation.

Procedure:

- 1) If you are dissatisfied with your experience at Hope 4 (Rugby) Ltd. generally please tell the staff member on duty, a Team Leader or a Director.
- 2) If you are dissatisfied about any particular Hope 4 (Rugby) Ltd. service, please tell the staff member on duty, a Team Leader or a Director.
- 3) If you are dissatisfied with the conduct of a guest in Hope 4 (Rugby) Ltd. and you prefer not to tell him or her directly, then please speak to the staff member on duty, a Team Leader or a Director.
- 4) If you are dissatisfied with a Volunteer, Support Worker or Director in Hope 4 (Rugby) Ltd., and you prefer not to tell him or her directly, then please speak to the Company Secretary or Chairperson.

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.

Making a written complaint:

After following the procedure outlined above if you remain dissatisfied with our response or wish to raise the matter more formally, please write to the Company Secretary. (If your complaint is about the Company Secretary, please write to the Chairperson). All written complaints will be logged. You will receive a written acknowledgement within five working days.

We will then seek to investigate your complaint and will give you a reply within fourteen working days, setting out our decision and, where appropriate, how the problem will be dealt with. If this timescale is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chairperson who will report on the matter to the next Trustees' meeting. Please note, however, that the Board's decision on the matter concerned will be considered final in terms of this policy.

To be displayed publicly

Review date: **annually**

Agreed by the Board of Trustees June 2015. Reviewed June 2016. June 2017.