

# COMPLAINTS POLICY



This policy is intended for use by all our Service Users and external stakeholders. A copy will be provided to and explained to Service Users upon engagement with our services. All reference to personnel includes both paid employees and volunteers.

## Policy Statement

Anglia Care Trust will take a pro-active approach to investigating complaints relating to its services and personnel and will always promote local resolution first. All complaints received will be recorded and investigated, in accordance with the procedures outlined below.

## Procedure

If you wish to complain about the actions of Anglia Care Trust, its services or personnel, the following procedures should be followed:

1. In the first instance you should raise your concerns with the member of personnel responsible.
2. If you are not satisfied with the outcome of this approach you should then contact the Line Manager for that member of personnel. You can find out the name of the relevant Line Manager by contacting Anglia Care Trust's Business Support Team via email on [admin@angliacaretrust.org.uk](mailto:admin@angliacaretrust.org.uk) or phone on 01473 622888.
3. Complaints presented to a Line Manager can be made verbally or in writing.
4. In the first instance the Line Manager will acknowledge the receipt of the complaint and aim to resolve the situation within 3 working days.
5. If the nature of the complaint is one that requires more detailed investigation, the Line Manager will carry out a full investigation and if necessary bring all parties together with the aim of resolving the situation. Wherever possible this will take place within seven working days of receipt of the complaint.
6. The outcome of the investigation or meeting together with any action(s) to be taken will be formally communicated to all parties within 7 working days.
7. If after this process you are still not satisfied with the outcome you should formally appeal to the Head of Business Support.
8. If a complaint is made against the Head of Business Support or Head of Operations, it should be addressed to the CEO. If the complaint is made against the CEO, it should be addressed in the first instance to the Chair of the Board of Trustees who will decide the most appropriate route to resolution.

## Appeals Procedure

This can be done verbally or in writing:

1. Contact the Head of Business Support at Unit 8 The Square Martlesham Ipswich IP5 3SL or phone 01473 622888.
2. On receipt of your complaint the Head of Business Support will formally

acknowledge receipt within 3 working days and will endeavour to respond more fully within 7 working days.

3. Depending on the nature of the complaint more urgent action may be deemed appropriate.
4. The complaint will then be discussed with the relevant parties in order to ascertain as much information as possible; any actions required will be recorded.
5. Once this process has been completed you will be contacted by the Head of Business Support and informed of the outcome of the investigations and any action(s) to be taken.
6. If at this stage you are still not happy with the outcome of the investigation you should again contact the Head of Business Support requesting a meeting.
7. Upon receipt of this request the Head of Business Support will within 7 working days endeavour to facilitate a meeting with the complainant and the relevant parties.
8. The complainant will have the opportunity to put their complaint formally to the Head of Business Support and all parties concerned will have the opportunity to have their say.
9. A friend/representative can accompany the complainant to the meeting or, in the case of a legal matter, a solicitor.
10. An independent person will take notes and these notes will be available to all parties.
11. The outcome of this investigation and any actions required will be communicated to all parties in writing within 7 working days of the meeting.
12. If an appeal is lodged with respect to a complaint against the Head of Business Support or Head of Operations, this should be addressed to the CEO. If an appeal is lodged with respect to a complaint against the CEO, this should be addressed in the first instance to the Chair of the Board of Trustees who will decide the most appropriate route for resolution.
13. If the complainant remains unhappy with the outcome of an appeal, they are invited to contact The Charity Commission who regulates the administration and affairs of UK registered charities. The Commission's preferred method of contact is by email which can be done by accessing their website [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

## **Complaints Log**

The Head of Business Support has responsibility for maintaining the Complaints Log and has the responsibility for logging all complaints received, ensuring that they are fully investigated and satisfactorily brought to closure. The log is available for inspection.

In the process of dealing with a complaint, Anglia Care Trust will not tolerate behaviour which is deemed to be unacceptable, abusive, threatening or violent to our staff or volunteers as we have a duty of care to protect them from stress or upset while at work. In this instance, the Unreasonable Behaviour Policy will be followed.

The Head of Business Support will provide a quarterly report to the Chief Executive Officer of any Complaints made, actions taken and outcomes achieved to enable him/her to keep the Board informed of such matters.

Date of next review – December 2023