



COMPLAINTS POLICY

Any expression of dissatisfaction regarding the service that Forest Pulse has provided should be regarded as a complaint. A complaint does not have to be written; it may be made in person, over the phone, or by e-mail.

- All complaints, no matter how seemingly unimportant, should be taken seriously.
- Front line care staff who receive a complaint should seek to solve the problem immediately if possible. However, even if resolved, the Activity Manager and/or Charity Manager should be informed of the complaint. All complaints must be recorded.
- If staff cannot solve the problem immediately they should refer without delay to the Activity Manager (or Activity Leader). If they are unable to resolve the complaint details must be passed to the Charity or Development Manager. If they in turn are unable to resolve the situation they will inform the complainant that their complaint will be passed to the Trustee Management Committee, inviting them to put their complaint in writing if they wish.

In the event of a complaint not being resolved through as above, the following procedure should be followed:

1. Details of the complaint must be passed to the Chair of the Trustee Management Committee (or another appointed trustee). The complainant must be informed of who is dealing with the complaint and when they will receive a response.
2. Where the complaint is made by telephone, full details should be taken and a copy forwarded to the complainant to confirm that details have been recorded correctly.
3. It is the responsibility of the Chair of Trustees (or another appointed trustee) to fully investigate the complaint. This may include discussing the situation with the member of staff/volunteer involved and/or contacting the complainant for further information
4. Basic information about the complaint must be recorded and a written acknowledgement of the complaint forwarded to the complainant within 10 working days. This response should also be retained.
5. The complaint must be investigated within 14 working days and the complainant informed in writing of the decision.
6. The response must offer the complainant an appeal with the Trustee Management Committee if they remain dissatisfied and, where the complaint is justified, an apology and details of what the service will do to put things right.
7. Senior staff will regularly review all complaints received, identify any emerging trends, and report to Trustee Management Committee.
8. In the event of the complaint not being satisfactorily resolved, complainants may contact Social Services Helpdesk 01452-426868 or Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. Tel: 0300 123 1231. Email: enquiries@ofsted.gov.uk

Reviewed and approved by Trustees 14th February 2018

Signed on Behalf of the Charity Name/Role