



## **COMPLAINTS PROCEDURE**

This policy lays out the procedure that should be followed if any person, group or organisation believes that they have a complaint about any action, outcome or the level or quality of service offered by Inspire Suffolk (the Charity), its trustees, employees or volunteers.

The continued goodwill and involvement of those who use the services provided by the Charity, or otherwise take part in its activities, is important to us, and we need to know when we are not reaching the expectations of our clients or service users.

### **How to Complain:**

Any complaint should be made in writing to the Centre Operational Manager at Inspire Suffolk, stating clearly the nature of the complaint, who the complaint is being made by, and including any relevant dates, times, places and names of people involved. The Centre Operational Manager will acknowledge receipt of the complaint within three working days.

If the person making the complaint needs an advocate or interpreter, the Charity will assist in arranging this. Payment for any services involved will be the responsibility of the person making the complaint.

### **What Happens Next:**

The Centre Operational Manager will then forward the complaint to the relevant Manager who will investigate the complaint and respond direct to the complainant within ten working days.

### **How to Appeal:**

If the person making the complaint is dissatisfied with the outcome of this investigation, he or she may put their case to the Chief Executive. This should be done in writing, and if the person making the complaint needs an advocate or interpreter, the Charity will assist in arranging this. Payment for any services involved will be the responsibility of the person making the complaint.

The Chief Executive will convene a panel of not less than three Trustees/Directors (ie the Chief Executive plus two others) to review the complaint and the decisions made by the charity. The panel will communicate their decision and the results of their review to the person who made the original complaint. This review should be completed within a reasonable time, usually not less than four weeks from receiving notification of the person's dissatisfaction. Their decision with regard to the complaint will be final.

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