

Complaints Policy and procedure



Alexandra
Rose
Charity



Policy Date: 1st June 2025

Review Date: 1st June 2027

Our Aim

Alexandra Rose Charity is committed to providing quality service, working openly and accountably, and building trust and respect. One way we can continue to improve our service is by listening and responding to the views of our service users, community partners and stakeholders, particularly by responding positively to complaints and putting mistakes right.

Therefore, we aim to ensure that:

- Making a complaint is as easy as possible
- We welcome feedback and suggestions.
- We treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way—for example, with an explanation, an apology where we have got things wrong, information on any action taken, etc.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome feedback and provide guidelines for dealing with complaints from users of our services, facilities, staff and volunteers.

Definitions

A complaint is defined as any expression of dissatisfaction, however it is expressed. This would include complaints expressed face-to-face, via phone call, in writing, via email, or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments and feedback are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Responsibilities

Alexandra Rose Charity's responsibility will be to:

- Acknowledge the formal complaint in writing.
- Respond within a stated period of time.
- Deal reasonably and sensitively with the complaint; and
- Take action where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing, to the Charity's attention typically within 8 weeks of the issue arising.
- Raise concerns promptly and directly with a member of staff in Alexandra Rose Charity
- Explain the problem as clearly and as thoroughly as possible, including any action taken to date.
- Allow Alexandra Rose Charity a reasonable time to deal with the matter, and
- Recognise that some circumstances may be beyond the Charity's control.

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that the complainant and Alexandra Rose Charity maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its facts). Should this be the case, the situation will be explained to the complainant.

Complaints Procedure

Written records must be made by the Charity at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. However, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the member of the public should be advised that a formal complaint may be made, and the following procedure should be explained to them. It may be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

- a)** A formal complaint can be made either verbally or in writing. If in writing, the Complaint form should be used. If verbally, a statement should be taken by a member of the Senior Management Team, a staff member or the chair of the board.
- b)** In all cases, the complaint must be passed on to a Line Manager. If it is about the Line Manager, the complaint should be passed on to the Chief Executive, and if it is about the Chief Executive, the complaint must be passed on to the Chair of the Trustee Board.
- c)** Depending on the nature of the complaint, the line manager, chief executive, or board member must acknowledge it in writing within one week of receiving it.
- d)** One of the above will investigate the complaint. Any conclusions reached should be discussed with the staff member involved and their Line Manager.
- e)** The person making the complaint will receive a response based on the investigation within four weeks of receiving the complaint. If this is not possible, a letter explaining why must be sent.

Stage 3

- a)** If the complainant is not satisfied with the above decision, then a sub-group of the Trustee Board will be convened.

b) The sub-group will examine the complaint and may wish to carry out further interviews to examine files/notes. They will respond in writing within four weeks. Their decision will be final.

Other relevant policies/Forms

ARC Complaint Form

Data Protection



In the implementation of this policy, the Charity may process personal data and/or special category personal data collected by its GDPR and data protection policy. Data collected from the point at which this policy is invoked will only inform the Charity for the benefit of implementing this policy. All data is held securely and accessed by and disclosed to individuals only for the purposes of this policy. Inappropriate access or disclosure of employee data constitutes a data breach and should be reported immediately in accordance with the Charity's GDPR and data protection policy. It may also constitute a disciplinary offence, which will be dealt with under the Charity's disciplinary procedure.