



Complaints Policy for GIVE: Charity Supporting Mental Health in Surrey

Purpose

This policy outlines the process we take when handling complaints in a fair, transparent and efficient manner. It aims to ensure that all complaints are addressed promptly and constructively to improve services and maintain trust. This policy will ensure consistency and fair treatment for everyone.

Scope

This policy applies to all stakeholders of the charity, including beneficiaries, volunteers, trustees, staff, and the general public.

Definition of a complaint

A complaint is any expression of dissatisfaction, whether oral or written about the charity's services, actions, or the behaviour of its volunteers, trustees or staff.

How to make a complaint

Complaints can be made in writing by email, or verbally to any trustee or staff member. Complaints should include:

- The complainant's name and contact details.
- A detailed description of the issue.
- Any relevant evidence or documentation.

Complaint handling procedure

The complaints handling procedure is as follows:

Acknowledgement: complaints will be acknowledged within five working days of receipt.

Initial Review: the complaint will be reviewed by a designated trustee or staff member to determine its nature and seriousness.

Investigation: an investigation will be conducted, involving discussions with relevant parties and review of any evidence provided.

Resolution: the charity will aim to resolve the complaint within 28 days of receipt. The complainant will be informed of the outcome and any actions taken.

Appeal

If the complainant is unhappy with the decision and wants to appeal, they may request a review by the Chair of Trustees. The Chair will review the complaint and the initial handling and respond within 14 days.

Confidentiality

All complaints will be handled confidentially, and information shared only with those who need to know to resolve the issue.

Monitoring

Complaints will be logged and reviewed regularly to identify any patterns and areas for improvement.

Review of Policy

This policy will be reviewed annually to ensure it remains relevant and effective in promoting a safe and supportive environment for all service users, staff and volunteers.

Contact information

Complaints can be submitted to:
Email Address: givesurrey@gmail.com
Phone Number: 01483 380801

Approval and implementation date

29th November 2024

Policy review date

29th November 2025

Approved by:

Sonal Sher, Chair of Trustee
John Reading, Trustee
Amanda Dubarry, Trustee
Emma Collins, Trustee