



Complaints Policy and Procedure

The Friends will learn from complaints, and use them to improve our services.

Definitions

- For the purposes of this policy, a concern is defined as ‘an expression of worry or doubt over an issue considered to be important for which assurances are sought’;
- For the purposes of this policy, a complaint is defined as ‘an expression of dissatisfaction, however made, about actions taken or lack of action.’ This complaint may be about the Friends, its trustees, or its services.

Our Aims

We will ensure that:

- Complaints are dealt with impartially and in a non-adversarial way;
- A full and fair investigation takes place, by an independent panel if necessary;
- The investigation addresses all the points at issue, and provides an effective response and appropriate address, where necessary;
- Confidentiality is respected;
- Any identified actions, following the outcome of an investigation, are completed and the Friends reflect on its practice in order to avoid similar complaints in future.

Making a Complaint

Anyone may make a complaint. All complaints will be treated seriously whether made in person, by telephone, by fax, by letter, or by email. Complaints will be dealt with promptly, politely, and with respect.

Complaints will be taken in person, in writing, or by telephone by a trustee. Formal complaints should be written down in as much detail as possible. Complaints may be made anonymously, although a name and contact telephone number would help for further investigation.

Our Procedure

- In the first instance, talk to a trustee, who will aim to resolve your complaint through discussion, and provide verbal feedback;
- If the problem is not resolved to your satisfaction, contact the Chair of the trustees, outlining the concerns you have and what action/outcomes you think might resolve the issue. The Chair will try and resolve your complaint by discussion;
- If you feel your complaint has not been resolved to your satisfaction, you will be asked to make a formal complaint, in writing. The Chair will investigate the complaint and provide written feedback as soon as possible;
- Should the complaint/problem still not be resolved to your satisfaction, you can appeal against the outcome above, by writing to the Chair of Trustees. Your letter will need to set out why you remain unhappy and what you wish to see happen. Upon receipt, your

complaint will be acknowledged in writing. The Chair will appoint an independent appeal panel of three people to consider your complaint and investigate as appropriate. The Chair will let you have the decision of the appeal;

- If the complaint/problem is still unresolved to your satisfaction, you can lodge a final appeal with the Archbishop of Canterbury.

This document was approved by the Trustees in June 2018