



COMPLAINTS PROCEDURE

People wishing to make a complaint about the quality or level of service provided by Friends and Places Together – FandPT -should be encouraged to do so. FandPT aims to provide the best possible service to all that are involved in the organisation as well as families and individuals that use the services offered. The charity needs to know when it falls short of this ideal.

- 1 Any individual or organisation may make a complaint by writing to:
 - a. the Chief Officer – Companies address
 - b. the Chair of the Board of Trustees, c/o companies address – 20 Crowstone Road, Westcliff on Sea, SS0 8BA
- 2 When the complaint is regarding the Chief Officer of Friends and Places Together, the Chair of the Board of Trustees will take responsibility for investigating the complaint, following the process set out in paragraph 3 below.
- 3 For any other complaint, the Chief Officer shall:
 - a. within fourteen days of receipt of the letter of complaint, acknowledge the letter in writing, setting out in that letter of acknowledgement the steps that will be taken to investigate the complaint.
 - b. log the complaint in the complaints register - which is open for inspection by:
 - i. any member of the Board of Trustees
 - ii. any person or representative authorised by the Board of Trustees
 - c. investigate the circumstances leading to the complaint.
 - d. communicate in writing the results of the inquiry and any action taken or to be taken to the complainant within 28 days from the letter of acknowledgement.
 - e. the person making the complaint shall have the right, if dissatisfied with the results of this inquiry, to appeal to the full Board of Trustees.
- 4 All complaints will be dealt with in confidence, except where the person making the complaint gives his/her permission for the substance of the complaint to be more widely discussed.

Procedure review date: updated 12 Oct 2015