



Complaints Policy & Procedure

Principles

Ham & Petersham SOS (HAPSOS) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint. We are committed to delivering a high quality service, however, if you feel unhappy about our service you have received you may wish to raise this with us. All complaints will be treated confidentially and will not adversely affect the services you receive.

HAPSOS retains general information about the number and nature of complaints received for reporting purposes. This policy does not address complaints made by staff (dealt with through internal grievance procedures).

Definition of a Complaint

A complaint is an expression of dissatisfaction, not resolved immediately to your satisfaction, about the level, quality or nature of a service provided by HAPSOS. This could include the conduct of staff, volunteers, Members of the Board of Trustees or a third party providing a service on our behalf.

Making Complaints

A complaint can be made either by telephone, in person, in writing, or by email. All complaints will be logged within our systems for monitoring purposes. In the first instance all complaints should be submitted to the Manager. If your complaint concerns the Manager, you may send a letter to the Chair of the Board of Trustees at the same office address. Below are the contact details:

Telephone - 020 8948 1090 or **email** - organiser@hamandpetershamsos.co.uk

Address: The Manager (or Chair of the Board of Trustees), Ham & Petersham SOS, The Woodville centre, Woodville Road, Ham, TW10 7QW.

Stage one (Informal)

In the first instance, we will attempt to deal with complaints informally to your satisfaction. It helps if you outline the nature of the complaint and what you would like staff to do. Stage one complaints may be dealt with by any member of staff who will do all they can to resolve the matter. Details of the complaint will be recorded in writing, together with any action taken and final outcome, with a copy for the Manager. If a complaint cannot be resolved in the first instance, you will be asked to put your complaint in writing. You can be assisted in this process by dictating your complaint to a third party and signing when completed.

Stage Two (Formal Complaint)

The Manager or a member of HAPSOS staff will acknowledge the complaint within 5 working days of receipt of a letter of complaint. A comprehensive response to the complaint will then be issued within the next 15 working days. If it is not possible to meet this time scale, you will be given an explanation for the delay and the date you can expect to receive a response. If the complaint is directed towards the Manager, the complaint will be forwarded to the Chair of Trustees. If the complaint is against a member of the Board of Trustees, the Chair will manage the complaint procedure (or another trustee should the complaint be against the Chair). It is the intention of HAPSOS to solve as many complaints as possible at this stage. The outcome of the investigation is recorded and any recommendations actioned as appropriate.

Stage Three

If the matter remains unresolved HAPSOS will set up a panel to consider the complaint, consisting of up to three members of the Board of Trustees, who if possible, have hitherto not been involved in investigating the complaint. The panel will make recommendations and these will be communicated to you within 20 working days. This is the last stage of Ham & Petersham SOS complaints procedure and the decision of the panel is final.

Charity Commission

If you continue to be dissatisfied with the response from HAPSOS and you want to raise a serious complaint to the Charity Commission, you can write to the Charity Commission, quoting the charity number of Ham and Petersham SOS 1136675, in your letter to them.