

OVERVIEW

1. Whilst we make every effort to meet peoples' expectations, circumstances may arise where an individual has a concern and wishes to bring this to our attention. We will take all reasonable steps to resolve the situation, in everyone's best interests.
2. For very serious concerns, such as individual's safety or wellbeing being placed at immediate risk, take such action as is appropriate. For example, by calling the emergency services. In any such instance <insert details> is to be advised <insert details>. If you are unsure what to do, contact

INFORMAL COMPLAINTS

3. Anyone who has a concern should initially raise this with a member of our team at the time, as this enables us to respond and deal with an issue quickly.
4. Any member of the team, who is made aware of a concern, should advise their line manager. If this is not appropriate, they should then inform the Charity's CEO. We will seek to resolve this and meet any reasonable expectations the individual may have, ideally to his or her satisfaction. If unable to, make a note of:
 - a. The complainant's name and contact details, unless he/she is unwilling to provide these.
 - b. The nature of his/her concern and anything that he/she wished to be done about it.
 - c. The circumstances surrounding the complaint, including when, where, any action that was taken and the details of others who were present/involved.

Advise the complainant that their concern will be passed to <insert details>.

FORMAL COMPLAINTS

5. Where an individual wishes to make a formal complaint, he/she should write to, or email:

Wonder Wards
Complaints
27 Swaledale Road
Warminster
BA12 8FH

complaints@wonderwards.org.uk

6. To help resolve the complaint as quickly and effectively as possible, the individual making the complaint should do so as soon as possible and should include in it:

- a. Name, organisation (if relevant), address, telephone number and e mail.
(If you do not wish to be contacted in a particular way, please let us know and we will of course respect this).
- b. As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- c. What it is you felt to be unsatisfactory.
- d. What you believe should be done to address your concern.

7. Receipt will be acknowledged, if at all possible within 2 working days. The complaint will then be investigated. The Investigating Officer will have the relevant knowledge and experience to consider the issue objectively and fully. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, the Investigating Officer will contact the person complaining to request this.

8. On completion of his/her investigation, the Investigating Officer will submit a written report with recommendations to the CEO for review. A response will be sent within 14 working days. If this is not possible, a holding reply will be sent after 14 days advising when we estimate the investigation will be completed. The complaint response will explain our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act, which will almost certainly not allow us to disclose sensitive personal information.

9. If the complainant is not satisfied with the response, he or she may appeal the decision to the Board of Trustees, by writing to:

Wonder Wards
Complaints Appeal
27 Swaledale Road
Warminster
BA12 8FH

The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this.

A decision will be notified within 28 days and will be final.

WIDER ACTION

10. Irrespective of the outcome of any complaint, the line manager or Investigating Officer is to consider if there is any requirement in respect of wider action and/or statutory reporting to the [Charity Commission](#), [H&SW Executive](#), other regulator, or the [Police](#).

11. Consideration is also to be given to whether any changes should be made to policies, procedures, training etc to see if anything might reasonably be done to prevent a similar issue arising in future.

COMPLAINTS AGAINST THE CEO OR BOARD

12. Complaints about the CEO or a member of the Board of Trustees are to be sent to the contact details above.

13. Letters addressed this way will be passed unopened to the chair. The formal complaints process above will be followed and the deadlines met, if at all possible. However, as board members are volunteers and most have busy jobs, investigating and responding to a complaint may take slightly longer.

ANONYMOUS COMPLAINTS

14. Anonymous complaints will be recorded and any facts available looked in to. However, in doing so we will be mindful that anonymous complaints can sometimes be malicious. Everyone involved in our work, even incidentally, has a right to complain and we will hold anyone accountable but, equally, individuals have a right to be protected from unsubstantiated and, potentially, malicious allegations.

15. Consequently, anyone wishing to complain is strongly encouraged to provide the information requested above and his or her contact details. This will also allow us to advise him or her of the outcome.

STAFF COMPLAINTS

16. Issues raised internally by staff/volunteers, are to be dealt with using the same processes as above.

POTENTIAL FINANCIAL CLAIMS

17. If a complaint may potentially result in a claim for compensation, such as damage or loss to property, or personal issue, our insurers are to be notified.

CONFIDENTIALITY

18. The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act.

AVAILABILITY

19. This policy is to be available to everyone on our Charity website and given to anyone who advises that he/she wishes to submit a complaint.

RECORDING OF COMPLAINTS

20. Minor complaints do not need to be recorded, as long as these are satisfactorily resolved. But the details of any unresolved and all complaints relating to protected characteristics, bullying and harassment, and/or damage likely to result in compensation, are to be recorded in the Complaints Log.

21. Once the first complaint has been logged, the Complaints Log is to be reviewed by the CEO and reported to the Board of Trustees six monthly.

22. Serious complaints are to be reported to either the CEO or a member of the Board of Trustees (depending on the complaint and avoiding any conflict of interest), highlighting timescale, such as immediately, within 48 hours etc. Although not exhaustive, complaints about any of the following would always be treated as serious:

- a. Risk of serious injury or harm.
- b. Discriminatory behaviour, such as sexism, racism or homophobia.
- c. Bullying or sexual harassment.
- d. Substantive breaches of safety, such as H&SW or safeguarding procedures.
- e. Substantive data protection breaches.
- f. Fraud or other criminal acts.
- g. Any complaint against an individual that falls within our definition of gross misconduct.

.....

Approval and Review

Approval By	Date	Next Review Date
Leigh Gilles	01 June 2023	01 June 2024