

COMPLAINTS

We aim to provide an efficient service, but sometimes things do not go as expected. If you feel that you need to make a complaint then the following information will help you understand our complaints procedures.

Contact Details for Complaints:

As we have no employees and the trustees are part time, all complaints should be made in writing and may be sent to **SOFCT** at 3 Kingston Avenue, Saltford, Bristol, BS31 3LF or by e-mail to charitytrustees@oldframinghamian.com.

Resolving Complaints

Stage One

On receiving the complaint it will be recorded in the complaints log. An appropriate person will be delegated to investigate the complaint and to take appropriate action.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

It is our aim to acknowledge complaints within a week, although it may be longer during holiday periods. The acknowledgement will identify who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply can be given.

In our reply to the complainant we will set out the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed independently.

Stage Two

At this stage, the complaint will be passed to our independent reviewer, Air Vice-Marshal (Retd.) Simon Dougherty MBE, OStJ MSc FRCP FFOM.

It is our aim to acknowledge the request for an independent review within a week of receiving it, although it may be longer during holiday periods.

The independent reviewer may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they will be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One will be kept informed of what is happening.

Ideally complainants will receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply can be given.

In the reply to the complainant the independent reviewer will set out the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the trustees decide it is appropriate to seek external assistance with resolution.

Charity Commission

The complainant can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in may be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx

Variation of the Complaints Procedure

The Trustees may vary the procedure for good reason. For instance, they may feel it appropriate to appoint another independent reviewer who has more experience in the area of the complaint.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.