



Complaints Policy

1. Aim

1.1 This policy is designed to offer guidance to our service users and their close family members, carers or advocates.

1.2 Complaints could be about the running of the organisation, the service or the staff.

1.3 The Friendly Trust welcomes suggestions and / or complaints which will help us develop our work and can be incorporated into future planning to provide a quality service. It is with this positive attitude that resolution of complaints will be addressed.

2. Procedure

2.1 STAGE 1 The Complainant may contact the Co-ordinator at the Friendly Trust by telephone 029 2022 5200 or by letter at Canton House, 435-451 Cowbridge Road East, CARDIFF CF5 1JH or by email: complaints@friendlytrust.org.uk

2.2 If the complaint is about the Co-ordinator or the Chair or any member of the committee the complainant may be sent straight to Stage 2.

2.3 The Co-ordinator will normally respond to the complainant at stage one within 2 weeks by explaining actions and/or apologising in person and/ or in writing to the complainant. The Co-ordinator will record the complaint and report details to the Chair.

2.4 If the Co-ordinator is on leave and not due back within one week a member of staff should refer the complaint (together with an up to date copy of this procedure) to the Chair or another committee member who will respond to the complainant at stage one within 2 weeks by explaining actions and/or apologising in person and/ or in writing to the complainant.

2.5 STAGE 2 If not satisfied with the response at stage 1, within 4 weeks of receiving a response to stage 1, the complainant may contact the Chair or committee of The Friendly Trust by telephoning or writing to The Chair of Trustees, The Friendly Trust, 435-451 Cowbridge Road East, CARDIFF CF1 5JH

2.6 The Chair or Co-ordinator (as deemed appropriate by the Chair) will normally respond to the complainant at stage two within 2 weeks of reaching this stage by explaining actions and/or apologising in person and/ or in writing to the complainant. The Chair will record the complaint and report details to the committee.

2.7 If the complaint is about the Chair or any member(s) of the committee two other committee members should be sought to address the complaint.
This sub-group will record the complaint and report to the committee.

2.8 **STAGE 3** If the complainant is not satisfied at the end of stage 2, within 4 weeks of receiving a response to stage 2, the complainant should contact us to let us know they are still unhappy.

2.9 A final response will be made to the complainant by the Chair or other representative of the Friendly Trust. This may include details of other bodies with whom they can pursue their complaint externally, for example, local authority, Office of the Public Guardian (OPG) or the Charities Commission. See contact details below:

3. Further Actions

3.1 If you are not satisfied with The Friendly Trust's response to your complaint you can, at any stage, contact the Charity Commission. You can find more details about this at: <https://www.gov.uk/government/publications/complaints-about-charities/complaints-about-charities>

3.2 If your complaint is about a Deputy or Attorney it may be appropriate to complain to the Office of the Public Guardian who oversees this aspect of our work. Contact details are:
PO Box 16185
Birmingham
B2 2WH
customerservices@publicguardian.gsi.gov.uk
Telephone: 0300 456 0300

3.3 At any stage you can also contact:
Financial Ombudsman Service
Exchange Tower
London E14 9SR
Telephone: 0300 123 9 123
Email: complaint.info@financial-ombudsman.org.uk

3.4 It may be more appropriate to speak to someone working in social services, if possible someone who knows you, for example, a social worker.

4. Alternative Formats

4.1 If you need a copy of this policy in a different format, please let us know and we will do our best to arrange this for you.

Last reviewed November 2017 AB/LT

Last reviewed by management committee - January 2016