

EXTERNAL COMPLAINTS POLICY STATEMENT



Introduction

Dame Hannah Rogers Trust is committed to providing a high standard of service. Unfortunately, despite all best intentions things can go wrong. When this occurs, we need to be informed so that every effort can be made to put matters right, and identify any learning or improvement outcomes.

This Complaints Policy Statement sets out how the Trust deals with general complaints about our charity and its staff, and is designed to enable appropriate consideration to be given to a complaint, in a way that is fair and as impartial as possible.

Please note: this Complaints Policy Statement is not intended for key stakeholders who wish to raise a complaint about the regulatory services we provide. If you are a key stakeholder that wishes to raise a concern on behalf of someone that we support, or if you are an external professional who wishes to raise a concern about the care of an individual we support, or the regulatory services we provide, then please request a copy of our **Complaints, Suggestions and Compliments Policy and Procedure**. Likewise, our External Complaints Policy Statement is not intended for employees or volunteers who wish to raise a concern or a complaint. In these cases, please refer to the **Grievances Policy and Procedure**.

How to make a complaint

Many concerns or complaints can be resolved informally by discussing it with a relevant member of staff. In these situations we always aim to resolve informal concerns as quickly as possible.

If you have a concern or complaint that you would like to raise, then please speak to a member of our staff who will seek to resolve it for you. If you do not feel comfortable speaking to a staff member, or if you are unhappy with the response provided then you can:

Email your concern or complaint to complaints@discoverhannahs.org

Call us on 01752 898129. You will be asked for your contact details so the appropriate member of staff can make contact with you to take details of the concern or complaint you wish to raise.

Write to us, by sending a letter addressed to; The **Company Secretary** at the following address; **Dame Hannah Rogers Trust, Woodlands Road, Ivybridge. PL21 9HQ**

www.discoverhannahs.org

01752 892461 | enquiries@discoverhannahs.org | Facebook: /discoverhannahs | Twitter: @discoverhannahs
Dame Hannahs, Woodland Road, Ivybridge, PL21 9HQ

Dame Hannah Rogers Trust 2019 Limited is a registered charity, number 1194836, and a company registered in England and Wales, with number 11878746, whose registered office is at Dame Hannahs, Woodland Road, Ivybridge, PL21 9HQ



What will happen when you make a complaint?

We will acknowledge your complaint within two working days from the date we receive it. Where possible, we will discuss your complaint with you, to understand what has happened, explain the next steps, and agree how you would prefer to receive your response.

Your complaint will be recorded on our complaint system and allocated to a senior member of staff to investigate, as appropriate.

Except in exceptional circumstances, every attempt will be made to ensure the confidentiality of the complainant and the Trust. There may be cases where it is not possible to maintain confidentiality (for example due to the need to involve the Charity Commission, or other regulatory or public agencies). Should this be the case the situation will be explained to all parties involved or affected.

Once we have investigated your complaint, we will send you a written response (unless you have requested a different way to be contacted). We aim to complete this within 20 working days. If the investigation cannot be completed within this time, we will provide you with an updated timescale for completion.

We hope that you will be satisfied with our response to your complaint and that it will resolve the matter for you.

If you are not satisfied with our response

If you are not happy with our response and feel that we have not addressed your concerns to your satisfaction, or you feel that we have missed something, then please let us know. We will see if there is anything further that we can do to resolve your complaint and try to address any outstanding issues.

If you are still not satisfied with how we have dealt with your complaint and would like to take matters further, you can contact our Chair of Trustees by emailing; david.coslett@discoverhannahs.org

Alternatively, if you are still unsatisfied with our response or you feel we have not addressed your complaint, you can contact the Charity Commission via the following link: <https://www.gov.uk/complain-about-charity>

If you wish to raise a complaint about any of our regulatory care services, then please contact the Director of Services by emailing; wayne.fulton@discoverhannahs.org Or alternatively, If you have a concern or a complaint about any of the regulatory services operated by the Trust, you can also contact the Care Quality Commission via the CQC website: <https://www.cqc.org.uk>.