

## **Acts 4 Sharing** COMPLAINTS POLICY & PROCEDURE

### **POLICY**

The purpose of the complaints policy is to establish clear guidelines that will enable fair and consistent treatment of staff, volunteers & Trustees if/when a complaint is lodged against **Acts 4 Sharing**, a staff member, volunteer or Trustee & to ensure adequate & consistent dealings with any complaints received.

This policy covers all staff, volunteers & Trustees that work for **Acts 4 Sharing**

Complaints can be received in person, by e-mail to [office@acts4sharing.org](mailto:office@acts4sharing.org) or by letter to Hope HQ, 25 Parkside, Ringwood, BH24 3SG

All complaints will receive a thorough investigation by the Trustees

### **PROCEDURE**

The complaint can be received verbally or by email or letter. If the complainant wishes formal action to be taken then the complaint must be made in writing.

The Trustees (excluding any that the complaint is against) will be initially responsible for investigating the complaint. If after investigation it is felt that the matter needs to be dealt with under the disciplinary procedure, the matter will be dealt with in accordance with that procedure.

Staff Misconduct will be dealt with under the discipline process.

Volunteer Misconduct - A trustee will speak to the volunteer & the staff working with them to ascertain the full facts. If the Volunteer is found to be in the wrong he / she will be informed that a repeat of the misconduct will result in them being asked to cease their voluntary work within **Acts 4 Sharing**.

In all cases a formal written explanation of action taken will be sent to the complainant, & where necessary a written apology will also be sent.

If necessary working procedures will be amended with the agreement of the Trustees

If a complaint is made about the work practice of any aspect of **Acts 4 Sharing**, an investigation will be made by the Trustees to determine if a change in work practice is needed. If it is decided that a change in practice is required, information of such a change will be passed on to those concerned in the relevant projects. A written apology will be made to the complainant with relevant details where appropriate.

***Agreed by Trustees: January 2018 Reviewed by Trustees November 2020 – next review date is November 2025 unless relevant legislation/regulations change***

“Acts 4 Sharing” is a registered Charitable Incorporated Organisation with the Charity Commission in England. No. 1158033.