



## **The Shrublands Trust**

### **Complaints Policy**

#### **Introduction**

The Shrublands Trust, takes any complaints seriously and will make all attempts to resolve them. To facilitate this, procedures have been established to deal with all complaints. It aims to ensure that complaints are dealt with promptly, fairly and consistently.

The Shrublands Trust, volunteers, and clients should follow The Shrublands Trust, 'Complaints Procedure' when making a complaint. All volunteers will have access to a copy of the Complaints Policy on our website and a copy of the 'Complaints Procedure' will be displayed within the trust premises at, 7 Broom Road, Croydon. CR0 8NG.

#### **Legislation**

The Shrublands Trust will operate within the legislative requirement of the:

- Equalities Act 2010
- Human Rights Act 1998

In addition The Shrublands Trust and its volunteers will abide by the following:

- Equality and Diversity Policy
- Data Protection Policy

#### **Complaints**

For the purpose of this policy a complaint may be made on the grounds of:

- Harassment
- Abuse
- Working Conditions
- Breach of any of the The Shrublands Trust policies

#### **Responsibilities**

In support of the Statement of Intent, The Shrublands Trust undertakes to ensure that:

- All volunteers are informed of their personal responsibilities under this policy.
  - The Shrublands Trust manager will act to resolve all complaints, if possible
  - Volunteers are aware of the relevant complaints procedures outlined below.
  - Any allegation of harassment or abuse will be investigated sensitively, constructively and confidentially
  - Anyone completing a complaint or harassment or abuse or assisting in an investigation is protected from any form of intimidation or victimisation
- Individuals will be held personally liable for acts of sexual or racial harassment giving rise to legal claims under the Sex Discrimination Act 1975 or the Race Relations Act 1976

#### **Complaints Procedure**

##### **Methods of complaining**

Volunteers may complain in person, in writing or by telephone within 7 days. The Complainant should where possible, give:

- The time, date and name(s) of persons involved, if relating to one or more incidents and
- As much information as possible relating to the complaint

##### **Stage 1**

In the first instance, the complaint should be raised with the trust manager. Problems can often be dealt with quickly face-to-face or over the telephone. The manager should make notes of the complaint, detailing as much information as possible on a Complaints Log Form and record basic information in the Complaints Book.



The trust manager must discuss the facts with all parties before making a decision on how to resolve the complaint. The manager should inform the complainant of the decision in writing within 14 days after the complaint was received and record the outcome in the Complaints Book.

If a decision cannot be reached at the time the complaint was made, the complainant must be informed in writing of how their complaint is progressing and when it is likely to be resolved.

### Stage 2

If the person making the complaint is not happy with the trust managers decision or the way their complaint was handled, or the complaint is against the trust manager, they must be advised, to refer the matter to the chair of The Shrublands Trust in writing. An appointment will be arranged for the complainant to meet the chair to discuss the issue. The chair must discuss all the facts with both parties before making a decision on how to resolve the complaint. The chair should then inform the complainant of the decision within 14 days and record the outcome in the Complaints Book. If a decision cannot be made within the 14 days, the complainant must be informed in writing of how their complaint is progressing and when it is likely to be resolved.

### Recording of Complaints

Quality of written reports and records:

Care must be taken to ensure that the information is factual, accurate, concise, up to date and legible. Opinions should be minimal and backed by associated evidence. All records should be stored securely to safeguard the individuals' rights to privacy, confidentiality and security.

### Complaints Log

All Complaints must be recorded in the complaints log book, and include:

- Details of the person making the complaint
- Form of the complaint – written, telephone or face to face
- Details of the complaint – unless it is about another individual
- When it was resolved
- When and by what method was the complainant informed of the decision
- Any action required by the The Shrublands Trust

### Implementation

The trustees of The Shrublands Trust and the trust manager are responsible for ensuring that the policy is implemented. The Shrublands Trust is responsible for the administration and for monitoring the effectiveness of the policy.

### Monitoring

The Shrublands Trust will continually review and monitor records of complaints in order to assess the effectiveness of the Complaints Policy and how it is being implemented. Positive steps will be taken to redress any imbalances revealed in monitoring the complaints process. This policy will be reviewed annually.

Approved: 13/12/2023

Review Date: 13/12/2024