

Policy Front Sheet

Name of Policy	Complaints Procedure
Policy Overview	
Origination Date	31 st July 2019
Last Modified	
Version	one
Date approved by CEO	31 st July 2019
Date approved by board	February 2020
Date notified to staff	
Original written by	Tracy Harrison CEO
Updated by	
Staff relevant to	All
Notes	For internal and external disclosure. To be available on website.

Need to make a complaint?

Safe and Sound Group always aims to provide its clients with the best possible service.

We realise our services can always be improved and we welcome any feedback you may have that will help us to do this.

Sometimes things go wrong and if you have any complaint about aspect of our service we would like you to tell us about it.

In most cases it is best to talk to the person responsible for the situation in which the problem has arisen. Often problems can be resolved at this level without doing anything else.

If you are still not satisfied, you can make a formal complaint in writing to the Chief Executive, who will acknowledge your complaint in writing within 10 working days.

The Chief Executive will investigate the circumstances leading to the complaint, if necessary delegating responsibility to another person unconnected with the complaint.

If the complaint is very complicated or serious, it may be referred to the Board of Trustees and you may be asked to provide more detailed information to enable the Trustees to consider your complaint.

Safe and Sound will communicate the result of any investigation into a complaint within a reasonable time, normally eight weeks maximum. If we have been at fault, we will apologise and tell you how we intend to put things right. If we do not agree with your complaint, we will explain why.

The decision of the Board of Trustees will be final.

How to make a complaint:

You can make a complaint about Safe and Sound Group in writing, by post or email.

Please include:

- Your name and contact details and details of your complaint

Please contact:

Tracy Harrison, Chief Executive; Email - tracy.harrison@safeandsoundgroup.org.uk

or

Allen Graham, Chair of Trustees; Email - allen.graham@safeandsoundgroup.org.uk

Safe and Sound Group, First Floor, East Mill, Darley Abbey Mills, Derby DE22 1DZ