

## Complaints Policy

Inn Churches is committed to delivering services of the highest quality, and to continually striving for improvement. Complaints are an opportunity to learn and improve for the future, as well as a chance to put things right where possible for the person that has made the complaint.

Our policy is:

- to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint, whether they are guest, volunteer or staff of our project
- to publicise the existence of this procedure so that people know how to make a complaint
- to make sure everyone knows what to do if a complaint is received
- to make sure all complaints are investigated fairly and in a timely way
- to make sure that complaints are, wherever possible, resolved and relationships repaired
- to gather information to help us to improve what we do.

### Employee grievances

Employees should use the grievance and disciplinary procedures to address grievances relating to their employment.

### What to do

If you feel you have been subject to discrimination, you have the right to use the provisions of the Equality Act 2010. There is a three-month limit for making claims under the Act, and it is up to the person with the complaint to decide whether to use that process. It is recommended to seek specialist advice before doing so. [Citizens Advice have more on this.](#)

If you have any concerns or suggestions, please contact the CEO, Juli Thompson, who in most cases is best placed to resolve concerns, and will investigate and respond to you as appropriate.

If your complaint involves the CEO, you prefer not to contact the CEO, or are unable to do so for some reason, please contact the Chair of Trustees, Roland Clark.

If your concern is not resolved satisfactorily and you wish to escalate it to a formal complaint, you will be asked to put your complaint in writing on a complaint form (Appendix 1). If you have difficulty with putting your complaint in writing, you can ask an advocate to write on your behalf.

Your complaint will be acknowledged within 5 working days and logged in the complaints log. A copy will be sent to the Chair of Trustees (if you did not send it to them originally).

The Chair of Trustees will consider the complaint and respond to you.

If you are not satisfied with the response, an investigation will take place. The timescale will be confirmed to you, but Trustees will aim to respond within four weeks. The results of the investigation will be sent to you, and recorded on the complaints log.

All complaints received will be reported to the full board of Trustees.

## Appendix 1: Complaints form

Please use this form if you wish to make a complaint. If you are completing it for somebody else, please confirm that you have their permission to make this complaint on their behalf.

Name and address of person complaining	If you are completing this form on behalf of somebody else, please give your name and address as well
Name	Name
Address, including postcode	Address, including postcode
Email	Email
Phone	Phone
	Relationship to person making complaint
Signature	I confirm that I have permission to make this complaint on behalf of the person named to the left. Signature
Date	Date
Details of complaint (expand or continue on a separate sheet if necessary)	