



Policy Title:	External Complaints Policy	
Current Version & Effective Date:	Version 1.2	24/05/2023
Department Responsible:	Business Operations	
Policy Contact & Author:	Nathan Dunkley	
Approved By:	The Directors	
Review Date:	03/03/2024	

Supporting Documents

Policy – Directly supporting documents

- P013 – Disciplinary Policy
- P014 – Health & Safety Policy
- P011 – Safeguarding Policy

Evidence Based Research

Full supporting documentation and evidence of consultation in relation to this policy including that of any version changes for implementation and review, are held with the Owner/Author if this Policy, and are reviewed.

Introduction

This policy explains how:

- you, the clients, can raise a complaint about our goods and services; and
- how we will deal with complaints.

We will always aim to provide high quality goods and services and to provide a high standard of client care.

We recognise however that sometimes we may not get things right and as such, it is important that you can raise any issues or complaints with us.

How to Make a Complaint

If you would like to make a complaint, you can do so via email to:

contact@hartoutreach.org

Information

Please include the following information in your complaint:

- Your full name
- Your contact details (telephone and email)
- The fact that you are raising a complaint
- Any relevant dates and times which are relevant to your complaint
- The type of goods or services we have provided to you.
- A key summary of the problem or problems you have experienced and why the goods or services were not satisfactory

What to Expect

Complaints will be processed and looked at during our business hours which are:

(Business) Monday - Friday 0800-17:30

(Outreach) Saturday 0800-2100

Complaints will be dealt with by our designated complaints handling team.

Acknowledgement

We will acknowledge your complaint within 3 business days of our receipt of it.

Investigation

We will then conduct a thorough investigation into your complaint. We may need to contact you to obtain further details during the investigation. If the complaint is regarding a volunteer, then we will follow the internal investigation process within the P013 Disciplinary Process

Response

A response to your complaint will ordinarily be provided to you via email. We will ordinarily provide the full response within 14 business days of our receipt of your complaint.

Sometimes, the investigation may take longer. If this is the case we will contact you to tell you, and you will be provided with a revised timeframe within which you should expect to receive a response. You will receive regular updates thereafter.

We may agree with all or some of your grounds of complaint. If this is the case, we will aim to offer a satisfactory solution to you.

We will offer the solution which we judge is most appropriate in the circumstances.

If we do not agree with your grounds of complaint, you will be provided with full details to explain why this is the case. If you are unhappy with this decision, you may wish to progress matters externally.

Our Regulator

Our goods and services are regulated by: CIC REGULATOR

Details about our regulatory body can be found here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1180304/cic-23-1092-complain-about-community-interest-companies.pdf

You have the option of contacting our regulatory body in relation to a complaint about our required standards should you deem this appropriate by email at cicconcerns@compamnieshouse.gov.uk

Legal Claims

We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved by any of the above methods, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.

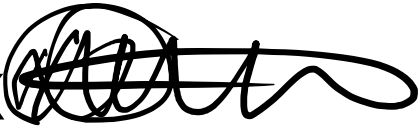
Equality Impact Assessment EQIA

- The Policy has been reviewed and drafted against all protected characteristics in accordance with the Public Sector Equality Duty embodied in the Equality Act 2010. The policy has therefore been Equality Impact Assessed to show HAH has evidenced 'due regard' to the need to;
- Eliminate discrimination, harassment, and victimisation.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Review

- This Policy is owned by Have a Hart Help the Homeless. HAH will maintain outright ownership of the policy and any other of its associated documents, HAH reserve the right and authority to delegate the responsibility of continued monitoring and/or updating of this policy to a selected department or unit and/or officers with the authority of the Director of Operations
- Any amendments to the policy document, including that of any other potential impacts on the EQIA will be conducted and evidenced through on the version control section of this document.
- Feedback is always welcomed by the policy author/contact/owner as to the content and layout of the policy and any potential improvements.

Policy Approval

X 

Nathaniel Dunkley
Director of Operations

X 

Jack Al Alawi
Safety & Security Operations Manager