



Policy name	Complaints Policy & Procedure	
Author / reviewer	SLT	
First written	Pre 2022	
Previous review date	Dec 2024	
This review date	Dec 2025	
Next review due	Dec 2026	
Other relevant policies		
Audience	All staff	Yes
	PAs & At Home staff	Yes
	Volunteers	Yes
	Clients / Beneficiaries	Yes
	All stakeholders	Yes

Registered Charity No. 1114435. Company No. 05706441. Registered in England and Wales

Full registered company name: Possability People Limited

Registered address: Montague House, Montague Place, Brighton, BN2 1JE

Complaints Policy & Procedure

1. Policy Statement

- 1.1. Possability People is committed to delivering high-quality services that meet the needs of our clients, beneficiaries, staff, and stakeholders. We value feedback and believe complaints provide an opportunity to improve our services. We encourage open communication and are committed to resolving complaints fairly, efficiently, and transparently.

2. Legal Compliance

- 2.2. This policy complies with the following legislation and guidance:

- 2.2.1. **Equality Act 2010**

- 2.2.2. **General Data Protection Regulation (GDPR) and Data Protection Act 2018**

- 2.2.3. **Charity Commission Guidance** on managing complaints

3. Scope

- 3.1. This policy applies to all clients, beneficiaries, staff, volunteers, and stakeholders of Possability People. It includes complaints related to:

- Services provided by the organisation
- Behaviour of staff, volunteers, or representatives
- Organisational policies or practices

4. Definition of a Complaint

- 4.1. A complaint is defined as any written or spoken expression of dissatisfaction about Possability People's services, staff, or practices, whether made formally or informally.

5. Accessibility

- 5.1. We are committed to ensuring this policy is accessible to all. Alternative formats, including large print, braille, and easy-read versions, are available upon request. Reasonable adjustments will be made to support individuals with disabilities or additional needs throughout the complaints process.

6. Complaints Process

6.1. Informal Complaints

6.1.1. Individuals:

- If you are unhappy with an individual, address the issue directly with them where appropriate. Alternatively, escalate the matter to their manager or the Chief Officer.

6.2. Projects and Services:

- If you are dissatisfied with a service, notify us immediately to allow for prompt resolution. If the issue cannot be resolved informally, it will proceed to the formal complaints process.

6.3. Formal Complaints

- 6.4. The formal complaints process involves the following steps:

6.4.1. **Acknowledgment** (within 5 working days):

- Upon receipt of your complaint, we will send a written acknowledgment, including a copy of this policy and an outline of the procedure.

6.5. **Initial Investigation** (within 10 working days):

- A thorough investigation will be conducted. You will receive a written response detailing the findings and actions taken. If the investigation requires more time, an interim update will be provided.

6.6. **Further Investigation** (updates every 15 working days):

- For complex cases, regular updates will be provided to keep you informed of progress.

6.7. **Final Response** (within 8 weeks):

6.7.1. A final response will be issued within 8 weeks, including:

- 6.7.1.1. A summary of the complaint
- 6.7.1.2. Details of the investigation
- 6.7.1.3. Findings and decisions
- 6.7.1.4. Actions taken to resolve the issue

6.8. **Follow-Up** (3 months after resolution):

- We will contact you to confirm that you are satisfied with the resolution. If not, you may appeal as outlined below.

7. **Appeal Process**

7.1. If you are dissatisfied with the response, you may:

- **Contact the Chief Officer** (or the Chair of Trustees if the complaint involves the Chief Officer).
- Provide reasons for dissatisfaction and specify the action you seek.

7.2. The Chief Officer or Chair of Trustees will:

- Reinvestigate the complaint.
- Respond in accordance with the formal complaint's timeline.
- Refer unresolved complaints to the Board of Trustees for further review if necessary.

8. **Independent Review**

8.1. If the complaint remains unresolved, you may contact an independent organisation such as:

- **Charity Commission:** 0300 066 9197
- Relevant regulatory bodies (contact details provided upon request).

9. Redress

- 9.1. **Purpose:** The redress process ensures fair and appropriate outcomes for complainants, focusing on resolving issues and restoring trust.
- 9.2. **Possible Remedies:**
 - 9.2.1. Acknowledgment of the issue and an apology where appropriate.
 - 9.2.2. Explanation of the actions taken to address the complaint.
 - 9.2.3. Implementation of changes to services, policies, or procedures to prevent recurrence.
 - 9.2.4. Reimbursement of reasonable costs incurred by the complainant as a direct result of the issue (if applicable).

10. Compensation:

- 10.1. While monetary compensation is not a standard practice, it may be considered in exceptional cases where financial loss or damage has occurred.

11. Timeliness:

- 11.1. All agreed remedies will be implemented within a reasonable timeframe, and the complainant will be informed of the progress.

12. Handling Habitual or Vexatious Complaints

- 12.1. Complainants may be deemed habitual or vexatious if their behaviour meets specific criteria (e.g., repetitive or unreasonable demands, harassment, or refusal to accept evidence). The Chief Officer will determine the appropriate course of action, which may include limiting communication or seeking legal advice. Decisions will be documented and shared with relevant parties.

13. Withdrawing Habitual or Vexatious Status

- 13.1. Complainants demonstrating a reasonable approach for a sustained period may have their status reviewed and reinstated to the standard complaints process.

14.Data Protection

- 14.1. Complaint-related personal data will be:
- 14.2. Stored securely and accessed only by authorised personnel.
- 14.3. Retained for a maximum of six years from the date of resolution unless otherwise required by law.
- 14.4. Complainants may request access to their data or ask for its deletion in accordance with GDPR regulations by contacting the Data Protection Officer.

15.Feedback and Continuous Improvement

- 15.1. Lessons learned from complaints will inform service improvements.
- 15.2. Complaints data will be anonymised and reviewed periodically by trustees to identify trends and areas for enhancements

16.Training and Awareness

- 16.1. Staff and volunteers involved in handling complaints will receive regular training on best practices, empathetic communication, and legal compliance.
- 16.2. Awareness campaigns will ensure all stakeholders understand how to access and use the complaints procedure.

For questions or to request this policy in an alternative format, please contact Possability People at

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01273 89 40 40

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