



Hill End Complaints Policy

Hill End aims to provide high quality services that meet your needs. We believe we achieve this most of the time.

Usually, a word with the person at the point of service delivery will suffice should a problem arise. There are details on our website that offer guidance on this to the public (www.hill-end.org/contact/raise-a-concern)

However, we recognise that from time to time there may be occasions when customers feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can resolve problems and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

This policy applies to customers and visitors (individuals and organisations). It does not apply to employees, external tutors, volunteers or trustees, who should refer their concerns to the relevant person as detailed in the either the Hill End Safeguarding Policy, Code of Conduct for Staff and Volunteers, Whistle-blowing Policy or Disciplinary and Grievance Policy.

Complaints Process

1. If you have a complaint to make, it should be made in the first instance to the staff member in charge of your activity (if applicable) or to a Manager in the Hill End office either in person, email or phone, who will try to resolve the issue informally.
2. If the issue is serious, or you are not satisfied after raising it with these members of staff, you should make a formal complaint.
3. Where it is unclear whether a communication is indeed a complaint, we will endeavour to confirm this with you, in so far as we can. If the communication or comment is done anonymously, this cannot be treated as a complaint under this policy.
4. Your complaint should be made in writing, marked "Private & Confidential" and sent to the Centre Director (either by post or to lucy.crittenden@hill-end.org) who will acknowledge it in writing (normally within 7 days of receipt). You should also keep a copy of your letter.
5. The Centre Director shall, in consultation with the Hill End Chair of Trustees, make a thorough and fair investigation to establish the facts surrounding the complaint.
6. The Centre Director shall communicate the results of the investigation in writing to you within a reasonable time (normally within 21 days).
7. If the complaint relates to the Centre Director or Hill End Chair of Trustees, then this shall be investigated by at least 2 other Trustees by agreement of the Board of Trustees.

8. All formal complaints and the response made to them will be recorded and filed in a secure place.
9. Board of Trustees shall be informed by the Chairperson at the first available meeting of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future activities.

Appeals Process

10. An appeal must be submitted in writing to the Chair of Trustees (either by post or to chair@hill-end.org) within 21 days from the date of the letter notifying you of the outcome, and must satisfy one or more of the criteria below:
 - you have new, relevant information to present (which you have not previously submitted);
 - we have failed to consider adequately or at all information you provided in connection with the complaint;
 - the response to your complaint is one that reaches a conclusion that no reasonable person would have based on the information provided to them.
11. We will acknowledge receipt of your appeal in writing (normally within 7 days of receipt).
12. We will provide a full written response to your appeal within a reasonable time (normally within 21 days).
13. Our outcome response is final. There will be no further redress offered via Hill End.
14. In the event that you remain dissatisfied with the response you have received, you are entitled to take your concerns to any relevant statutory body, including but not limited to:

The Charity Commission (England & Wales)
<https://www.gov.uk/complain-about-charity>

The Fundraising Regulator
<http://www.fundraisingregulator.org.uk>

The Information Commissioner's Office
www.ico.org.uk

The Health and Safety Executive
<http://www.hse.gov.uk>

Version 2

Agreed at the Hill End Trustees' Meeting, 23 Nov 2023