



COMPLAINTS POLICY and PROCEDURE

Glossary of Terms:

Lead Practitioner – Practitioner appointed by the trustees in senior positions of leadership.

Practitioner – A person acting under the auspices of the charity whether directly employed or sanctioned to do so by the trustees.

The Charity – Count Everyone In, Registered Charity Number **1181852**.

Volunteer – A person acting on a temporary basis, without remuneration, under the auspices of the charity.

Version	Date	Responsible	Reasons for changes
1.0	6 th February 2021	Chair of Trustees	New document
1.1	29 th October 2022	Chair of Trustees	New Safeguarding trustee
1.2	4 th March 2023	Chair of Trustees	Minor corrections
1.3	15 th March 2023	Chair of Trustees	Minor Corrections
1.4	24 th February 2024	Chair of Trustees	Reviewed -No changes
1.5	12 th February 2025	Chair of Trustees	Reviewed – No Changes

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1. Introduction

We recognise that all those who use our services together with those agencies or individuals that come into contact with our charity, have the right to expect a high quality of delivery and high standards of behaviour. However, we also appreciate that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect, or our behaviour is not of an exemplary standard.

The goodwill of all who come into contact with us is greatly valued, and we expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance, with the specific exception of a safeguarding issue (See '4' below), and where it is reasonable and possible, complaints should be raised directly with the practitioner concerned. If their response does not meet the complainant's expectations, then there is a right to formally complain.

2. Scope

A complaint is a written or verbal expression of dissatisfaction about an action or lack of action by a person acting on behalf of the charity, or about the policies and procedures of the charity.

The complaint could be about:

- conduct of our leadership and/or some or all practitioners
- the standard or sort of service we provide
- discrimination
- provision of inaccurate or misleading information
- poor administration, including delays in responding to enquiries

The Charity will consider any complaint using the procedures set out below.

3. Purpose

What is the purpose of the policy?

- To protect the interests of all those who receive the charity's services and all practitioners, either permanent or temporary
- To improve the quality of services we provide by responding to the views and needs of people affected
- To enable the charity's trustees, practitioners and users to propose improvements to our ways of working
- To protect our practitioners, users and the good name of the charity

- To provide a means of monitoring our performance

The lead practitioners and Trustees should be familiar with the process. Complaints against the lead practitioners will be passed to the Trustees.

4. Safeguarding

If a complaint or grievance relates to or includes an allegation that a child or adult who may be vulnerable has been harmed or is at risk of harm, it must be responded to through the Safeguarding Policy for handling allegations of abuse.

The safeguarding officer is: Janneke Klos

Email: janneke@counteveryonein.org.uk

The Trustee with specific responsibility for safeguarding is: Janet Eardley

Email: janetearldley@hotmail.co.uk

5. Records

All complaints should be recorded by the Trustees in the appropriate file and kept with their Minutes. Details should include the nature of the complaint and the date received, the process followed, the action taken, and the outcomes, including further follow-up. The Chair will keep the Board of Trustees informed of the number and nature of complaints and the outcomes and will report on this at least annually.

6. Complaints Procedure

How is a complaint dealt with?

Step 1 - Informal Procedure

When responding to complaints and grievances, the aim is always to enable them to be resolved informally, speedily, and fairly by mutual discussion.

- The person making the complaint should in the first instance speak to the person(s) deemed responsible for the area of dissatisfaction or disquiet, which will hopefully be resolved in this way.
- A note should be prepared at the end of the discussion, summarising the complaint, the date, who was involved, and the agreed-upon outcome, and passed to a trustee to ensure lessons are learned by the charity.
- If the complainant is not satisfied, the complaint should move to Step 2, the Formal Procedure.

Step 2 - Formal Procedure

- The complaint should be made in writing if possible (or by email), marked “confidential”, to the lead practitioner, who will acknowledge the receipt of the complaint in writing (or by email) within ten working days. If the complaint is about the Lead Practitioner the complaint should be addressed to the responsible trustee.

The Lead Practitioner is: Peter Winmill

Email : pete@counteveryonein.org.uk

The responsible trustee is: Valerie Pritchard

Email : pritchardval@yahoo.co.uk

- The receiver of the complaint will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the investigation includes a meeting with the complainant, s/he may be accompanied or supported by a friend, but not a legal representative.
- If the complaint is found to be justified, the investigator will agree on any necessary further action with the complainant.
- At this time a note should be prepared summarising the complaint, the date, who was involved, and the agreed-upon outcome, and passed to the Chair of Trustees to ensure lessons are learned by the charity.
- If the complainant is still not satisfied, they should move to Step 3: Appeal.

Step 3 - Appeal.

- The complainant will have the right, if dissatisfied with the results of Step 2, to put their case, in writing (or by email), to an Appeal Panel of no less than three trustees, which will normally include the Chair of Trustees. The written appeal case should be addressed to the Chair of Trustees.
- The Appeal Panel shall be coordinated by a nominated Chair, with sufficient time given to ensure an appropriate location is found and booked, invitations are sent out etc.
- If the appeal is found to be justified, the Appeal Panel will agree on any necessary further action with the complainant.
- The Appeal Panel response will be confirmed in writing (or by email) within ten days of the meeting.
- At this time a note should be prepared summarising the complaint, the date, who was involved, and the agreed-upon outcome, and passed to the lead practitioners to ensure lessons are learned by the charity.
- The decision of the Appeal Panel is final and no further appeal is possible. However, complaints can be further escalated through the Charity Commission.

Initial Contact

If you have a complaint, contact:

Lead Practitioner: Mr Peter Winmill

Address: 34, Enborne Road, Newbury, Berkshire, RG14 6AH

Further Contacts

Trustee with Responsibility for Complaints : Valerie Pritchard

Address: 29, Catham Close, St Albans, Hertfordshire, AL1 5QT

Email: pritchardval@yahoo.co.uk

Should the process break down at any point then this should be brought to the attention of:

Chair of Trustees: Mr Richard Coward

Address: Ashbrook, Enborne Row, Newbury, Berkshire, RG20 0LX

Email: rjwcoward@aol.com

7. Escalation – When your complaint cannot be resolved

Where we have exhausted all avenues and the complainant is still dissatisfied, they may contact the Charity Commission as follows:

<https://www.gov.uk/complain-about-charity>

Signed:

(R Coward – Chair of Trustees)