



Thomley

Complaints Procedure

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Version Control Complaints Procedure

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1. Introduction

- 1.1. Thomley is a Charity which enhances the lives and experiences of disabled people, their families and the wider community.

2. Who is this for?

- 2.1. This Policy/Procedure is relevant to:

- 2.1.1. Employees
- 2.1.2. Casual Staff
- 2.1.3. Volunteers
- 2.1.4. Trustees

3. What is a complaint?

- 3.1. A complaint is any written or spoken expression of dissatisfaction with the service you receive from Thomley.
- 3.2. We would hope that most problems could be resolved by simply talking to a member of staff. If, however, this is not appropriate, or you are not satisfied that the issue has been resolved or handled to your satisfaction, you may wish to make a formal complaint.

4. Our promise to you

- 4.1. Thomley aims to treat your comments with respect. We will therefore:
- 4.2. Take all complaints seriously and deal with them thoughtfully
- 4.3. Resolve complaints promptly whenever possible
- 4.4. Learn from complaints and take action to improve our service

5. How to make a complaint

- 5.1. Your complaint can be sent to us by post, email, or face-to-face discussion. Additionally, you can use the complaint form that is available at the reception desk.
- 5.2. Please aim to provide as much information as possible.
- 5.3. Do make sure to include your contact details in case we need to obtain more details from you.

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6. Who should I send the complaint to?

- 6.1. All complaints should be sent, in the first instance to the Service Manager at the following address:

Thomley
Menmarsh Road
Worminghall
Bucks,
HP18 9JZ

7. What happens next?

- 7.1. Once you have submitted your complaint you will receive an acknowledgment from us that your complaint has been received. If you do not receive an acknowledgment within seven working days of submitting your complaint, please contact the Operations Manager on: (01844) 338 380

8. How long will it take before I receive a response to my complaint?

- 8.1. In most cases, we would aim to provide a detailed response within seven working days.
- 8.2. When acknowledging receipt of your complaint, we will give an indication of how long it will take to send you a detailed response. However, this may not always prove possible especially if we need to obtain further information from someone.
- 8.3. If it proves impossible to send a detailed answer to your complaint within the time originally indicated we will write to you again explaining the reason why and give you a new deadline.

9. Who will deal with my complaint?

- 9.1. All complaints will be managed in the first instance by the Service Manager.

10. What happens if I am not satisfied with the answer which I receive?

- 10.1. If, following our response, you are not satisfied, you can ask for your complaint to be referred to the Operations Manager who will then respond as needed. Alternatively, you may wish to write directly to them at the following address:

Operations Manager
Thomley
Menmarsh Road
Worminghall
Bucks HP18 9JZ

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11. Appendix A: Complaint Form

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned.

A. Your details

Surname	
Forename(s)	
Title: Mr./Mrs./MS/other	
Address and postcode	
Daytime phone number	
Mobile phone number	
e-mail address	

How would you prefer us to contact you? _____

B. If you are making a complaint on behalf of someone else, what are their details?

Their name in full	
Address and postcode	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

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C. About your complaint (continue your answers on separate sheets of paper if necessary)

C.1 The nature of the complaint

C.2 What do you think was wrong or not done?

C.3 Describe how you have been affected.

C.4 When did you first become aware of the problem?

C.5 If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before.

C.6 What do you think should be done to put matters right?

C.7 Have you already put your complaint to a member of staff? If so, please give brief details about how and when you did so.

Signature of complainant: _____ **Date:**

Signature if you are making a complaint on behalf of someone else

Signature: _____ **Date:**

Please send this form and any documents to support your complaint to:

Service Manager
Thomley
Menmarsh Road
Worminghall
Bucks HP18 9JZ