TOGETHER ST PAUL'S	**Complaints Policy**
Date: September 2023	**Owner: HR & Governance Manager**
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St Paul's Community Development Trust strives to provide high quality services with the ability to continually learn, develop and improve. We welcome and encourage feedback and comments and provide mechanisms for this to be carried out. The purpose of this policy is to provide a framework for dealing with complaints.

St Paul's Community Development Trust aims to provide excellent services for people who use our services, however, we acknowledge that sometimes there may be occasions where an individual feels it is necessary to make a complaint. Complaints help us to review and improve our services and demonstrate a commitment to providing the best service possible for our clients and other stakeholders.

Copies of this policy are available on request or via our website.

The aim of this policy and its procedures is to ensure that people wishing to register a complaint about the Trust are able to do so easily and effectively. We have a robust system for recording, monitoring and learning from all feedback in order to continuously improve the services provided to our stakeholders.

St Paul's Trust will:

- Respond to all communications in an empowering, respectful and detailed way so that it is clear that all information received is valued.
- Provide any necessary help to enable people to complete the form, or provide feedback in a way that suits them.
- Respect confidentiality and abide by data protection as outlined in the Data Protection Policy.
- Offer people a range of methods by which to complain about Trust services.
- Ensure that our buildings display information on how to make a complaint. Complaints form are available on our website or by asking for one from any of our staff.
- Set timescales for acknowledging and responding to all feedback.
- Have a clear and simple process that can be accessed easily.
- Seek to resolve complaints as quickly as possible.
- Monitor the way we manage complaints through regular audits and as part of the Key Performance Indicator's which are presented to the Board of Trustees.
- Ensure managers are empowered to deal with complaints effectively.
- Parents and others are aware and informed of how they can also make complaints directly to Ofsted where appropriate.
- Seek to learn from all feedback received.

A complaint is….	…an expression of dissatisfaction, whether justified or not, about any aspect of the Trust services, and can be received verbally, by phone, by email or in writing.

St Paul's Trust aims to provide an effective complaints procedure that is focused on:

- Listening to and understanding the views of the complainant and recognising the importance of their complaint.
- An early and satisfactory resolution to complaints.
- Providing feedback to the complainant with details of the investigation and resolution.
- Continually improving the service, we offer through reviewing and learning from all feedback.

Procedures for receiving a complaint

Verbal complaints may be made by telephone; in person to the most senior staff member present at the service or via the Stage 1 Form on the website Complaints | Together St Paul's

Complaints may be received through any other contact details available to the complainant.

Best practice for the person initially receiving the complaint is to:

- Thank and acknowledge the individual for their complaint.
- Initially listen and then explain that a record of the complaint must be made.
- Take the name, address and telephone number of the complainant and their relationship to the organisation i.e. parent, visitor
- Write down the facts of the complaint and inform the person Complaints Policy and procedures and if possible give them a copy, along with a complaints form or direct them to where on the website it can be completed.
- It is important to note that a complaint MUST be taken in anyway the complainant wishes to give it.
- The policy will inform them what will happen next and how long this will take.
- Promptly forward the complaint to the appropriate manager who is available at that time.

Written complaints may be sent to St Paul's Community Development Trust, Herford Street, Balsall Heath Birmingham B12 8NJ for the attention of the Governance Manager or by email to complaints@stpaulstrust.org.uk

- A complaint should normally be submitted within **28 days** of the incident in question.
- All complaints received should be sent to the Governance Manager who will forward to the appropriate manager and log on a central record. An acknowledgement will be sent to the person who submitted the complaint advising them of the date a response will be sent to them.
- If a form is completed on behalf of an individual by a member of staff following a telephone conversation, the staff member will ask for permission/consent to process the information through the Complaints procedure as part of the discussion.

The Complaint will be dealt with as follows:

An appropriate manager considers the complaint and a response is sent to the complainant within 10 working days.

1) In the event of the complainant being unsatisfied with the response, outcome or handling of the complaint, this will be referred to the Chief Executive who will decide a nominated manager to review the complaint and response. The reviewer will do this and respond to the complainant within fourteen days of receipt of the complaint, and will notify the complainant of the outcome and provide a response in writing along with information about rights and how to appeal.
2) If at this stage the complainant is still dissatisfied the Chief Executive will review the complaint and responses and can do one of three things:

- Uphold the investigation and review outcome.
- Review and uphold all our some of the complaint
- Establish a panel of Trustees to individually review the complaint and outcomes.

At all times the complainant will be fully involved in this process.

The Governance Manager will retain documentation from all levels of the process on file.

Related Policies: Equality and Diversity, Safeguarding, Data Protection, Confidentiality, Grievance.