



Complaints Procedure

Purpose

The purpose of this procedure is to ensure that no person coming into contact with Friends of the Family ever feels that they have not had an excellent experience or that their feedback or complaint has not been taken seriously and dealt with empathetically and efficiently.

Feedback from staff, supporters, beneficiaries, associates and third parties and how we deal with it is invaluable in helping us to continuously improve. Negative feedback and complaints are particularly helpful in pinpointing what we need to do better, and if we deal with complaints effectively, we can often improve our relationships with customers and associates overall.

Who is covered by the procedure?

All beneficiaries, supporters and third parties that are involved in supporting or using Friends of the Family's services.

What is covered by this procedure?

This policy outlines how Friends of the Family will deal with complaints from supporters, beneficiaries and third parties and explains what steps will be taken to ensure effective complaint handling.

Our complaints procedure

A formal complaint can be sent to, and received by any member of staff, volunteer or trustee and may arrive in many different forms, for example: by letter or email; by comments on a feedback form; in person from a delegate, speaker, trainer or customer; by phone; or via social media.

When the complaint reaches Friends of the Family, the following procedure will be followed:

Stage 1 Record the complaint.

Complete Parts 1 and 2 of Friends of the Family's Complaint Form (Annex 1) and email it to the Operations Director on admin@fotfwinchester.org. All complainants will be referred to this complaints procedure which is also located on our website.

Stage 2 Dealing with the complaint

The Operations Director will assign the complaint to the appropriate trustee or member of staff who will deal with the complaint. This person will attempt to resolve the complaint in the first instance and complete Part 3 of Friends of the Family's Complaint Form.

Stage 3 Reporting complaints

The Operations Director will be advised of the suggested resolution. The Operations Director will follow up with the complainant to make sure they are happy with the resolution.

Stage 4 Closing the complaint

If the complainant is happy with the resolution, the Operations Director will close and file the complaint. In the event the complaint is not resolved, the Operations Director will follow up with the person handling the complaint to find an alternative resolution.

Timescale

Under regular circumstances, the complaint process should be completed within ten working days. If the complaint is complex and cannot be dealt with within this timescale, the complainant should be updated regularly with progression on their complaint.

Note

If the complaint is against the Operations Director, the form should be sent directly to the Chair.

If the complaint involves a safeguarding concern, the reporting process outlined in the [Safeguarding Policy](#) should be followed.

Complaints procedure approved: April 2024

Next procedure review: April 2027

Friends of the Family Winchester

Complaint Form



This form is to be completed for all complaints received by whatever means (including in writing, by email, in person or by phone). Please attach copies of any written correspondence to this form when complete and send it to the Operations Director at admin@fotfwinchester.org.

Part 1: Complainant details

Name:	
Organisation:	
Address:	
Contact details: Email	
Contact details: Phone number	

Completed by (name):	
Date:	

Part 2: Details of problem:

<i>Please provide full details of the nature of the problem (ensure you include all facts clearly)</i>
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Response from Friends of the Family

Complaint received by:	
Received via:	Eg email/ phone
Date Received:	

Part 3: Details of problem resolution following investigation:

Please detail investigations undertaken and how we plan to resolve the issue:

Name of person investigating the complaint:	
Date completed:	