



Complaints Procedure

Name of Organisation: Amy's Trust CIO

Venue/address for which policy applies: Duffield Acres, Redmile.

Date of last review: 22nd September 2025

Date of next review: 22nd September 2026

Name of author: Ruby Cox

This policy contains information split into the following categories:

- Introduction
- Purpose
- Confidentiality
- Initial procedure
- Formal procedure

Introduction

All staff at Amy's Trust work to provide a level of service to their service users that is both ethical and professional.

If you believe that the service you have received has not been conducted in such a way, as a first step we invite you to talk to your facilitator to see if the situation can be resolved to your satisfaction in an informal and timely manner.

If you do not feel able to do this, or are unable to do so for any reason, you should follow the complaints procedure below.

Purpose

This procedure will be used to investigate and resolve a complaint by a service user against Amy's Trust (the Service).

Amy's Trust works passionately to treat all service users with consideration, respect, understanding and compassion. We work in a professional manner to this end, in line with our charity values.

All complaints made by service users will be taken seriously and given due consideration.

Confidentiality

1. All aspects of any complaint will be dealt with in a confidential manner.
2. The complainant and the person complained against will be kept aware of the extent and detail of any information divulged to the other, which will be on a need to-know basis.

3. The maintenance of the file and administration of the procedure in connection with a complaint will be the responsibility of a named individual, the director.
4. The complainant and the person complained against will be given the name and position of the director and be informed that they will be responsible for the conduct of complaint proceedings.

Initial Procedure

1. Any complaint made on the telephone or in person should be reported to the Director at the earliest opportunity and a note of the date and person receiving the complaint should be made on the service user file
2. The Director will contact the complainant to discuss the nature of the complaint. If they wish to pursue the complaint the Director will send them a copy of the Complaints Procedure and advise them that they should send a formal, written statement laying out the matters which give rise to the complaint.
3. If the complainant declines to pursue the complaint the date of the conversation and nature of the complaint will be entered on the service user file by the Director and the person complained against and their supervisor will be informed.
4. Internal disciplinary procedures may be put into effect if considered necessary.
5. Any written complaint received from a service user regarding the work of the Amy's Trust by any person working for Amy's Trust should be passed to the Director as soon as possible and, in any case, within a week of receipt. A formal record will be made on the service user file.

Formal Procedure - Stage One

1. When a written complaint is received, the Director will write a letter acknowledging receipt within seven days. The staff member concerned and their supervisor will be informed of the complaint and a meeting will be arranged, either together or separately with the Director, to discuss the complaint. The Director will be informed that a formal complaint has been made.
2. A second letter will be sent to the service user advising them that discussion has taken place with the staff member concerned and offering an opportunity for formal discussion of the complaint with the Director. This meeting should take place not more than four weeks after receipt of the written complaint.
3. The complainant will have the right to be accompanied at the meeting by one other person of their choice, but that person will not actively participate in the meeting.
4. If the complaint is resolved at the meeting, the service user, staff member, supervisor and Director will receive written confirmation that the matter is resolved.
5. If the complainant is not satisfied with the outcome of the meeting, they will be asked to give a written statement to this effect to the Director, and the complaint will move to Stage 2.

Formal Procedure - Stage Two

The purpose of this stage is to review the conduct of the complaint; to ensure that procedure has been followed correctly; to provide the service user with an opportunity to contest the decision of the Director; to arrive at a final ruling for the resolution of the

complaint.

1. The Director will inform the Director of the continuing complaint, the Director will inform the Board of trustees and will write to the service user and person complained against advising them that the procedure has moved to Stage Two.
2. The Director will convene a panel comprising a member of the Board of trustees (not the Director) and a person external to the Service, with relevant experience, agreed by the Director and the service user. A meeting date will be set for the meeting to take place, within six weeks of the decision to move to Stage Two.
3. The panel will be provided with all relevant paperwork prior to the date of the meeting. The service user, person complained against, and the Director will be given the opportunity to attend and may be questioned by the panel. The service user and person complained against can be joined by one person of their choice, but that person may not actively participate.
4. The findings of the panel, in the form of a written report, will be conveyed to the Directors; the Board of trustees; the service user and person complained against. In the event of the service user being dissatisfied with the outcome of Stage Two, the Chair of Trustees will inform the complainant that the Service has exhausted its procedure and that they may refer their complaint to the facilitator's governing body or insurers.

Note:

Sessions will be suspended when the complaint moves to Formal Procedure Stage Two. At the discretion of the Director, all service user work with the facilitator complained against may be suspended during investigations.