



Trust House Lincolnshire

Complaints Procedure

Trust House Lincolnshire aims to provide its clients, staff, volunteers and other stakeholders with the best possible service. However, we recognise 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.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible.

In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

If you feel unable to do so then please ask to speak to the Service Manager and every effort will be made to resolve the issue informally.

If you do not feel that your complaint has been resolved or that you would like to take a more formal route then we have a procedure in place.

The complaint should be made either in person or by telephone, letter or email to the Service Manager who will acknowledge, in writing within ten working days, the receipt of any complaint.

If the complaint is about the Service Manager, the complaint should be addressed to the Chief Executive of The Survivors Trust.

This is what Trust House Lincolnshire will do:

The Service Manager will investigate the circumstances leading to the complaint and will communicate the results of their investigation within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Service Manager will agree any necessary further action with the complainant.

If the complainant is dissatisfied with the results of the investigation then they have the right to raise their complaint with the Chief Executive of The Survivors Trust. The Chief Executive will acknowledge the complaint in writing within 10 working days of receiving the complaint and will present their findings within 20 working days.

Following this, if the complainant is still dissatisfied then they may put their case, in writing, to an appeal panel of three National Executive Committee (NEC) members, which will include at least one Honorary Officer.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Chief Executive (or Chair) will keep the NEC informed of the number and nature of complaints, and the outcomes. S/he will report to the NEC on this at least annually.

The Survivors Trust/Policies and Procedures/Complaints Procedure/#1

If you have a complaint then please contact:

Neil Wells
Trust House Lincolnshire
11 St Catherine's Road
Grantham
Lincs
NG31 6TS
Tel: 01476
Email: neil.wells@trusthouselincolnshire.org

If your complaint is about the Service Manager of Trust House Lincolnshire, then the Chief Executive of The Survivors Trust can be contacted at:

The Chief Executive
The Survivors Trust
Unit 2 Eastlands Court Business Centre
St Peters Road
Rugby
CV21 3QP
Tel: 01788 550554
Email: fay.maxted@thesurvivorstrust.org