



Complaints Procedure

Trust House Lancashire aims to provide its clients, staff, volunteers, learners and other stakeholders with the best possible service. However, we recognise that from time to time there may be occasions when individuals or organisations feel that the quality or level of service provided falls short of what they could reasonably expect.

We would expect to resolve any day to day difficulties or complaints informally and as quickly as possible.

In the first instance we would ask you to raise any complaint directly with whom it concerns.

If you feel able to do so then please speak to the relevant Line Manager or the Volunteer Coordinator directly, 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.

Formal Complaints Procedure

The complaint should be made in writing via post, hand delivered letter or email to the Operations Manager who will acknowledge receipt of your complaint within five working days.

If the complaint is being made by a third party then a consent form must be signed by the client or if the person is deceased then Proof of Representation will be required which can be in the form of either a will, Grant of Probate or letter of administration if none of these are available discretion must be sought from the CEO.

If the complaint is about the Operations Manager then it should be addressed to the CEO and if the complaint is about the CEO it should be addressed to the Chair of Trustees.

Stage One

On receipt of your complaint a senior manager will be appointed to investigate your complaint and they may wish to organise a meeting with you to ask further questions/establish facts. They will communicate the results of their investigation to you within a reasonable period of time – usually not longer than ten working days. If we are unable to complete the investigation within the timescale you will be notified, in writing, of any delays and the new anticipated date for completing the investigation will be communicated to you. If the complaint is found to be justified the senior manager will instigate internal procedures to deal with the matter. You will not be informed of the outcome of any internal procedures.

Stage Two - Appeal

If you are not satisfied with the results of the investigation and outcome you can appeal to the CEO/Board of Trustees who will acknowledge your appeal in writing within 5 working days of receiving your letter.

Either the CEO or a Trustee will be appointed to review your complaint, the response and to hear the grounds for your appeal against the decision.

If you have a complaint

Please mark your complaint “**PRIVATE & CONFIDENTIAL**” and send to the following:

Via Post/Hand Delivered

Operations Manager
PO Box 1355
Preston
Lancs
PR2 0UE

Via Email

suzanne.bartlett@trustouselancs.org