



## COMPLAINTS POLICY & PROCEDURE

### OUR AIMS

Clinks aims to provide an open, accountable and efficient service to all our members and contacts. Whilst every effort is taken to do this, sometimes mistakes are made.

A complaint process has been set up for people who feel dissatisfied about the service or treatment they receive.

You have a right to complain and to have it investigated. We aim to learn from any mistakes and the complaints procedure is seen as very important in this programme of continuous improvement.

### HOW TO COMPLAIN

The first step is to raise your complaint with the employee or team responsible for the service that you are dissatisfied with. We will discuss your concerns within five working days and if we are unable to resolve it at this level, we will escalate the matter to include the relevant line manager.

We will work with you and the team involved to try and conclude matters to your satisfaction. We would aim to resolve all of your concerns at this stage and allow a 28 day consultation period to investigate and advise you of the result of the investigation and any conclusions.

If you are still not satisfied with how your complaint has been handled you may begin the formal complaint procedure. Details of how to do this are as follows:

1. Please fill in the complaint form attached.
2. Forward your completed forms by post or email to the address stated at the bottom of the complaint form.
3. This will instigate an independent investigation by the Head of Operations of Clinks.

### WHAT TO TELL US WHEN YOU MAKE A COMPLAINT

To deal with your complaint appropriately we need to know:

- Your name, address and contact details
- What you are complaining about; why it is wrong and what you would like to see in its place
- The names of the people involved (where applicable)
- Your ideas on how you wish to see the issue resolved

## **WHAT YOU CAN EXPECT**

We would hope that wherever possible your concerns would be resolved at the first point of contact. If a formal complaint is made you will receive an acknowledgment in writing within five working days of the receipt of your complaint. The complaint will be investigated by the Head of Operations of Clinks and you will normally receive a response within 20 working days, unless your complaint is particularly complex in which case we will advise you of an estimated timescale as to when you should expect to receive a response.

If the complaint is about the Head of Operations, then it will be the Chair of Trustees who investigates the complaint. The decision of the trustees is final in relation to any complaint.

## **Clinks Complaint Form**

Your name:
The organisation you represent:
Your address:
Your contact telephone number:
Summary of Complaint:

How you would like to see your complaint resolved?	
Please list any supporting documentation and attach to this complaint form	
Date	Signed

Please send your completed Complaint Form to:

Clinks  
Tavis House,  
1-6 Tavistock Square,  
London  
WC1H 9NA

Or email to:  
[info@clinks.org](mailto:info@clinks.org)

If, once your complaint has been resolved by Clinks, you are still unhappy with the final decision, you may escalate your complaint to the relevant body. The Charities Commission provide guidance for the relevant body to escalate your complaint to and more information can be found here: <https://www.gov.uk/complain-about-charity>. Alternatively, you can write to: The Charity Commission, PO Box 1227, Liverpool, L69 3UG or telephone: 0845 300 0218

