



COMPLAINTS POLICY

STATEMENT OF INTENT

Tree Shepherd views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. We conduct regular feedback for all our service users and our complaints policy is clearly stated on our evaluation and feedback forms. Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure all complaints are investigated fairly, sensitively and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

How to make a complaint – step 1

If you have a complaint to make, in the first instance please approach the person directly involved in the issue being complained about, as they may be able to resolve an issue swiftly and satisfactorily.

How to make a complaint – step 2

Should the approach above not resolve the issue to your satisfaction, or if for any reason you would prefer not to speak to the person directly involved, you should register a formal complaint by contacting Andy Daly, Head of Delivery and Development at Tree Shepherd. He can be contacted in writing or by email or by telephone:

Address: Tree Shepherd, Level 2 at St Matthews, Brixton Hill, Brixton, London SW2 1JF

Complaints Policy

Email: andy@treeshepherd.org.uk

Telephone: 020 3697 1542

Upon receiving a formal complaint, our Head of Delivery and Development will acknowledge your complaint within 3 working days and arrange for an investigation to be carried out by an appropriate Investigating Officer. The Investigating Officer will make a record of the complaint in our Complaints Log.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond. We may need to contact you for further information and you may be asked to meet with the person investigating your complaint to discuss the issues you have raised. You may bring a friend or relative with you to the meeting if you wish.

You will normally receive a written response informing you of the outcome of the investigation within 10 working days from the date of our acknowledgement. The reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Please note that if our Head of Delivery and Development is the subject of your complaint, you are advised to miss out step 2 and proceed directly to step 3.

How to make a complaint – step 3

If you are not satisfied with the written response you receive in step 2, you should contact our CEO requesting a CEO-level review. He can be contacted in writing or by email or by telephone:

Address: Tree Shepherd, Level 2 at St Matthews, Brixton Hill, Brixton, London SW2 1JF

Email: colin@treeshepherd.org.uk

Telephone: 020 3697 1539

Upon receiving this request, our CEO will acknowledge your request within 3 working days. Our CEO, or a senior person acting on the CEO's behalf, will review the initial complaint and the investigation. If the complaint relates to a specific person, they will be given a further opportunity to respond.

You will normally receive a written response informing you of the outcome of the CEO-level review within 10 working days from the date of our acknowledgement. The reply to the complainant will describe the action taken to undertake the CEO-level review, the conclusions from this review, and any action taken as a result. The decision taken at this stage is final, unless the CEO decides it is appropriate to seek external assistance with resolution.

Please note that if our CEO is the subject of your complaint, you are advised to miss out step 3 and contact the chair of Tree Shepherd’s board requesting a board-level review. The chair of the board can be contacted in writing or by email:

Address: Chair of the Board, Tree Shepherd, Level 2 at St Matthews, Brixton Hill, Brixton, London SW2 1JF

Email: info@treeshepherd.org.uk

Please mark your correspondence “Private and confidential” and it will be forwarded to the chair of the board.

You will normally receive a written response informing you of the outcome of the board-level review within 21 working days from the date of our acknowledgement. The reply to the complainant will describe the action taken to undertake the board-level review, the conclusions from this review, and any action taken as a result. The decision taken at this stage is final.

How to make a complaint – step 4

We aim to deal with all complaints in a satisfactory manner during the early steps of this procedure. However, in the unlikely event that you have reached this point without a satisfactory outcome to your complaint, you may wish to contact an external agency such as the Citizens Advice Bureau to progress your complaint.

Last reviewed by Colin Crooks (CEO) March 2017

Next Review Date: August 2017