



Complaints Policy

Introduction

Our aim is to provide high-quality services which meet your needs and surpass your expectations. After all, without your support, we would not be able to continue to carry out the work we do, often dramatically changing people's lives.

We set ourselves high standards but, we know there will be times when we fall short of those high standards. When we do, we want you to be free to tell us and give us a chance to put things right and learn lessons for the future.

If you are not happy with us, please contact the **Vice Chair** of the Trust in writing or by e-mail, making it clear that there is a complaint involved. Contact details are on our website: www.henrymorris.org

We will take your complaint seriously and see it as an opportunity to develop. Therefore, we are glad to hear from people who are willing to take the time to tell us where they feel we have let them down. Please feel free to write to us with your comments and your concerns.

How long will our response take if you write to us?

We will acknowledge your contact immediately, and we will give you a contact name. We aim to get a detailed response to you within ten days. If it takes longer than this, we will let you know

What will we do?

We will work hard to find out what went wrong and fix the problem and address your concerns. When you contact us, please feel free to offer your suggestions on how you feel it can be resolved. We will always treat you with courtesy and respect, listen to what you say, and keep you informed of progress. We will advise you of your options if you want to take it to the next stage.

What if I am still not satisfied?

If you are not satisfied with how your complaint has been handled, the final stage is for it to be referred to the Chair, and his/her decision is final. If your complaint is about the Chair, then the Vice Chair will convene a group of 3 trustees who will decide on the matter, and their decision will be final.

What we will not or cannot do:

We cannot engage in lengthy debates on issues that are not directly related to our work. We will not reply to complaints that are abusive, prejudiced, offensive, or illegible. Where a complaint is made anonymously, clearly we cannot reply to it, but we will investigate the complaint to see what lessons can be learned.

Our pledge

We treat all complaints seriously and see them as an opportunity to improve what we do, and the way we do it. We are happy to acknowledge mistakes that we make, sincerely apologise for them, and try to prevent them happening again.

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