



Complaints Policy – Version A.2

Who can make a complaint?

Anyone who:

- has received a service from us
- has been refused service from us
- is on the waiting list to receive a service from us
- cares for someone in the above categories

You may simply want to tell us that we have got something wrong or could have done something better. We are always keen to improve and hear how people who come into contact with our charity feel about our service.

The following information will tell you how to make a complaint, the response you can expect and what to do if you are still not satisfied.

There is a three-stage procedure that we all ask complainants to be aware of:

- informal approach
- formal investigation
- review panel

Informal Approach

Complaints can be made informally in person, in writing or by telephone. We ask that all complaints are initially directed to the person who is providing the service so that they can try to put things right for you. If your complaint is regarding the person running the service then contact the Chief Executive.

Hopefully, the matter can be resolved straight away. If not, then we will send you an acknowledgment within two working days of hearing from you and we will send you a written response within seven working days.

Formal Investigation

You may regard the matter as so serious that you want to use a more formal approach or you may not be satisfied with the way we have dealt with the matter via an informal approach.



To initiate a formal investigation each complaint must be submitted in writing to the Chief Executive at Admin@ourdementiachoir.com within 28 days of the matter arising, or the informal approach failing to reach a resolution acceptable to you. Please outline the nature of the complaint and what you would like to see happen to resolve this matter for you.

If the complaint is about the Chief Executive, you should address your letter to the Chair of Trustees – marked for the attention of the Chair and sent to the email address Admin@ourdementiachoir.com. The Chair will appoint a Trustee to review the complaint and undertake the investigation.

We will send you an acknowledgment within three working days of receipt.

We endeavour to investigate and provide a full response to your formal complaint within 28 days of receipt.

Review Panel

If, after receiving the full response to your formal complaint, you remain dissatisfied, you may request that the matter be referred to a review panel.

To do this you must write to the Chair within 28 days of receiving our response. You must tell the Chair why you are not satisfied with the response and what you think we need to do to put things right.

The panel will consider whether:

- we have followed our procedure when looking into your complaint
- the formal investigation was undertaken correctly
- the response was, in their view, reasonable

The panel will make a recommendation to the Board of Trustees. We will write to you within 28 days of receiving the panel's recommendation to let you know what has been decided. The decision of the Board of Trustees is final.

Ends

<p>This policy was reviewed on 03/12/2025 Review period is every 3 years. The next review date is on or before 03/12/2028</p>
