



# COMPLAINTS PROCEDURE

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		Next Review: SEPTEMBER 2025

If you have a complaint about a member of our organisation, we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively
- To ensure that all complaints are handled in a consistent manner throughout
- To increase client satisfaction
- To use complaints constructively in the planning and improvement of all services

### **Who can complain?**

Anyone who is:

- Receiving support or training from JSENSE
- Has been refused support which they think they may need.

### **How to complain**

JSENSE would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact JSENSE and, if you feel able, speak to the member of staff or contracted consultant who is working with you or ask to speak to their supervisor, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint, mark it Private and Confidential and send it to:-

*Chair of JSENSE Unit 5, The Belmont, 89 Middleton Road, Manchester M8 4JY*

**If your complaint is specifically about the Chair then address the complaint to the administrator who will ensure that an independent Trustee will deal with the complaint**

In either situation the Chair or the Independent Trustee will appoint a sub-committee of 2 or 3 Trustees to supervise the investigation of the complaint

## **What Happens Next?**

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint. This is only if required and isn't always necessary.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

## **Does this always happen?**

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff or a person contracted by JSENSE, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

## **Can you have someone with you if/when you are interviewed about your complaint?**

Yes, you can.

## **Can you take your complaint elsewhere?**

Yes, you can contact the Charity Commission or other relevant body, however the Charity Commission will only investigate where there is a serious risk of harm to the charity or people it was set up to help. For further information on making complaints about a charity

<https://www.gov.uk/complain-about-charity>