



PO Box 112, East Molesey, KT8 8EN

www.elmbridgecan.org.uk contact@elmbridgecan.org.uk

Complaints Policy – June 2022

This policy is for individuals who have received support from Elmbridge CAN and are dissatisfied with any aspect of the service they have received.

Any concerns that a child or adult at risk has been or may be harmed should be dealt with according to our Safeguarding Policy.

Allegations that a member of our staff or a volunteer may have acted in a way which has harmed or could harm a child or adult at risk may arise via a complaint but should also be dealt with in accordance with our Safeguarding Policy.

If you are a member of staff or volunteer who has concerns about the way the charity has been or is being run please see our Whistleblowing Policy.

Elmbridge CAN aims to provide a high quality service to the individuals we support. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our service remains at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with our organisation.

If you are not happy with Elmbridge CAN please tell us

If you are unhappy with a staff member or volunteer representing Elmbridge CAN, sometimes it is best to tell that person directly. If you feel this is difficult or inappropriate, please contact the individual's manager or the Director. You can reach us either by post or by email, using the contact details at the top of this page.

Often we will be able to give you a response straight away. When the matter is more complicated, we will give you an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director. If your complaint is about the Director, please write to the Chair of Trustees.

All written complaints will be logged. You will receive a written acknowledgement within five working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are still not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with Elmbridge CAN's services.

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