

## Compliments, comments and complaints procedure

A Compliment is when you are happy with a service.

A Comment is how SASH can make SASH services better for you.

A complaint is when you are unhappy with the SASH service and wish SASH to address your concerns.

SASH welcomes suggestions for ways of improving the facilities and services on offer to all SASH users. SASH is also delighted to receive compliments, so if you are happy with the service SASH provide, we would be delighted to hear from you. With your permission, SASH may occasionally use complimentary quotes in SASH promotional material.

### 1. Compliments and comments

**Compliments** and **comments** can be fed back to SASH in the following ways:

- In person by speaking to a member of staff.
- By posting your suggestion or comment in the SASH Post Box at the SASH offices in York.
- By emailing or writing to SASH: you don't need to identify yourself unless you would like a reply or you think SASH might need to contact you for further details.
- By participating in an annual review of services. If you are a stakeholder within SASH's services you may be contacted by mail with a feedback form, usually during the summer months.
- You may also have the opportunity to complete feedback forms at SASH events and workshops.

In all cases, compliments, comments and complaints are passed immediately to the SASH Director or to the appropriate member of staff. Complaints and comments are kept on a database, along with the related results and actions. Compliments and thanks are kept in a paper file and are sometimes used for publicity purposes with the consent of the contributor.

### 2. Complaints

SASH takes complaints about its service very seriously and aims to have a policy that enables you to make a complaint without difficulty.

This procedure is for anyone who has a complaint about SASH. This procedure applies in conjunction with the Whistle Blowing Policy and the Confidentiality Policy.

#### **Informal Stage:**

Anyone who has a complaint about SASH or its projects is encouraged in the first instance to raise their concern informally, with any member of SASH staff, so that they can be resolved quickly and amicably.

We normally aim to resolve issues raised in this way within five working days.

SASH is keen to make the complaints process as informal and user-friendly as possible for the young people within the project. This policy and ways in which the young people can complain about SASH will be made clear to them when they start to use SASH services.

The Project Coordinators will make it clear to the young people they support that they can talk openly about any problems or potential issues confidentially, without them being taken further unless they wish to. (The Project Coordinator will also ensure the young person is familiar with the Confidentiality Policy which states that the Project Coordinators have a right to disclose information in which a person / they may be put at risk).

If the complaint concerns the young person's Project Coordinator, the young person can alternatively talk to the Director or their host, who will help them to resolve the issue.

This will give the young person an opportunity to voice their concerns without making a formal complaint. At this stage the Project Coordinator will make a note of their concerns and record them in the Contact Log and work with them to resolve the problem.

If the young person decides that they would like to take the issue further, the project coordinator, the Director or the host can assist them to make complaint in writing.

### **Stage Two**

If the problem is unresolved, a formal complaint should be made in writing to the Director. (If the complaint concerns the Director this should be made clear in a letter addressed to the Chair at the office address). Each complaint will be treated with respect, and in every possible confidence. It may be necessary at times, however, to discuss the complaint with a third party, ensuring that as few people as possible are involved.

A formal complaint will be responded to within ten working days. It may be necessary to investigate the issue and the Director may invite the complainant to a meeting to discuss the issue. The complainant may bring a friend or colleague to accompany you in this meeting. The Director should also invite another staff member. If a meeting takes place it will be minuted and the minutes agreed between all parties in attendance.

### **Stage Three**

If the problem is not resolved at this level, the complaint should be made in writing to the Chair. The Chair will aim to respond to the complaint within ten working days. The Chair will arrange a meeting on a mutually agreeable date to discuss the concerns. The complainant may be accompanied by a friend or colleague. The Chair should also invite another Trustee. If a meeting takes place it will be minuted and the minutes should be agreed between all parties in attendance.

The complainant can write to the Charity Commission at the following address if they are not happy with the final decision.

### **Charity Commission**

PO Box 1227

Liverpool  
L69 3UG

### **Communicating this Policy**

1. All young people on the Supported Lodgings Scheme will receive this policy by way of the Young Persons Handbook. All young people using Short-term Accommodation will receive a feedback form upon leaving their accommodation which gives them details of how to complain.
2. The policy will be published on the SASH website for public access.
3. The policy will be communicated to the Hosts via the Hosts handbook.
4. All staff have access to this policy by way of the electronic policies folder.

Safe and Sound Homes  
Registered Charity Number 1054890  
Company Registered in England & Wales 3179309

