



Sanctuary Foundation

Complaints Policy

Introduction

Why Have a Complaints Policy and Procedure?

The Charity Commission report '*Cause for Complaint*' states: 'an effective complaints management system is a proven way of maintaining and building relationships with the people on whom the charity depends.'

Sanctuary Foundation welcomes any communication about its services or activities as we are committed to providing high standards of good practice.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about an action or omission for which Sanctuary Foundation is responsible.

Policy

Sanctuary Foundation views complaints as an opportunity to learn and improve for the future, as well as an opportunity to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Sanctuary Foundation knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Who can complain?

Complaints may come from any person or organisation who has a legitimate interest in Sanctuary Foundation. A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from employees or members, who should use Sanctuary Foundation's Discipline and Grievance policies.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

The Board of Trustees is ultimately responsible for the management and administration of complaints. However, a complaint will normally be delegated to the Director to handle in the first instance.

Review

This policy is reviewed regularly and updated as required.

Adopted on: 17 September 2023

Last reviewed: 17 September 2023

Next review: 17 September 2024