

Dalgarno Trust Complaints Policy

Introduction

This document aims to help you understand the complaints procedure managed by Dalgarno Trust Community Centre (DT).

What can you complain about?

The Dalgarno Trust recognises that despite its best efforts, there may be situations when a group or individual may wish to file a complaint regarding the Trust's actions or lack of actions.

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

The Dalgarno Trust views a complaints procedure as an efficient way of dealing with any complaint and a means of preserving the good reputation of the Trust through a transparent and fair process.

Who will deal with your complaint?

All complaints should be sent in the first instance to the Volunteer Manager Pamela Bardouille. Pamela Bardouille, as the designated individual will investigate the complaint, making every effort to address it and provide a written response outlining the intended course of action.

If the Volunteer Manager is the subject of the complaint, the complaint should be addressed to an alternative senior staff member who is not involved. The senior staff member will investigate the complaint, making efforts to resolve it, and provide a written response outlining the intended actions to be taken.

if the matter is not resolved or the complainant is unsatisfied with the action proposed they will be invited to appeal to the Chief Executive Esmá Dukali. On receiving the appeal Esmá will investigate the complaint, consider whether any further action is required and notify the complainant of the outcome. We take every complaint seriously and we treat everyone with respect and courtesy.

When will you hear from us?


We will let you know that we have received your complaint within seven working days. Via email, telephone or if you prefer via writing. In most cases, you will receive a full written response to your complaint within five working days. If we cannot give a full reply at this time, we will contact you and let you know why and how we are dealing with your complaint.

If the complaint is complex, we aim to let you have a full reply within twenty-five working days.

Any safety concerns that would endanger a service user would be dealt with immediately when notice is received.

The Chief Executive will monitor complaints to identify trends and ensure that working practices and procedures are adapted where necessary.

Complaint Form - is at the rear of this Policy in Appendix A



Signed:

Esma Dukali - Chief Executive, The Dalgarno Trust

Date: September 2024

Review Date: September 2025



Appendix A

Dalgarno Trust Compliment & Complaint Form

Our service is committed to providing high-quality care and services and meeting your needs. We value your feedback including complaints. Let us know what we do well and where we can improve. Please tick the boxes below to indicate your responses.

This is a (please tick the box that applies):

Compliment

Complaint

Feedback

Section 1: Your details:

Do you wish to remain anonymous?

Yes No

If yes go to section 3

Your details:

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

Do you require an interpreter?

Yes No

If yes which language?

Are you providing feedback on another person's behalf?

Yes No

If no go to Section 3

Section 2: Feedback made on another person's behalf

Please provide information about the person you are representing:

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

What is your relationship to the person you are representing? Are you a legal representative for the person who received the service? e.g. parent of a child under 18 years or guardian

Yes No

If yes provide details below:

Does the person know you are making a complaint on their behalf?

Yes No

If no provide the reason why:

Are we able to speak with the person who received the service?

Yes No

If no provide the reason why:

Consent from the individual on whose behalf feedback is being provided:

If you are providing this feedback on another person’s behalf, we require their consent to obtain and pass on their personal information in relation to this matter. Please provide evidence of their consent when submitting this form, for example by obtaining their signature below.

I,..... (insert name of person giving consent) give permission to..... (Insert name of person receiving consent) to provide or collect relevant information on my behalf to assist with this complaint/compliment/feedback as necessary.

Signature:		Date:	
------------	--	-------	--

Section 3: Please state your concerns:

Please provide details of your main concerns including what events led to making the complaint/compliment/feedback, approximate dates and who was involved.

Section 4: Outcomes

What outcome would you like to see as a result of your feedback?

Section 5: Privacy



Dalgarno Trust is committed to protecting your privacy. We collect and manage personal information that you provide on this feedback form for the purpose of investigating and responding.

Dalgarno Trust will only use your information in accordance with relevant privacy and other laws. For us to provide services to you effectively and efficiently, we may need to share your personal information with others who deal with the matter identified in your feedback.

If you choose to remain anonymous, we may be unable to deliver the full range of services you require.

If you wish to contact Dalgarno Trust who are responsible for managing the personal information that you provide on this form please call 0208 969 6300

You also have the right to access your information and seek its correction under the *Freedom of Information Act 1982*. For information about making a Freedom of Information application contact Joy Brown on joy@dalgarnotrust.org.uk

Section 6: Declaration

Paragraph declaring information provided is true and correct.

Signature:		Date:	
------------	--	-------	--

Thank you for taking the time to provide feedback about our service.