



Complaints Policy

Written/Updated By	Kirsty Clark	Approved By	Board of Trustees
Date of Approval	19 th July 2021	Review Period	Three Yearly
Date of Last Review	July 2021	Date of Next Review	July 2024
Amends Made	October 2023	Approved by	Chair of Board

Policy Scope

This policy applies to SASH employees, trustees, hosts, and volunteers.

Related Policies and Procedures

- Whistleblowing Policy
- Data Protection Policy
- Disciplinary Policy
- Grievance Policy
- Host Disciplinary Policy

1.0 Policy Statement

1.1 SASH is committed to carrying out its activities and work with young people to the highest standards, and as a charity has a duty to make best use of the funding it receives. SASH is proud of its good reputation and believes that maintaining public confidence is important.

1.2 No organisation is above making mistakes. However, SASH believes that a healthy and effective organisation holds itself accountable for any mistakes or errors of judgment that may sometimes arise and welcomes the chance this gives to improve practice for the future.

1.3 SASH wants young people, staff, hosts, volunteers, other professionals and members of the public to feel confident that they can raise a concern about



SASH easily and without prejudice or fear of reprisal, that it will be investigated and dealt with fairly and promptly, and that if something needs to be done as a result, this will happen. This includes SASH services, its governance, staff, volunteers or practices.

2.0 Definition

2.1 A complaint is an expression of dissatisfaction by an individual, whether justified or not.

2.2 An individual may make a complaint about SASH if they feel that SASH has:

- Failed to provide a service or an acceptable standard of service
- Made a mistake in the way the service was provided
- Failed to act in a proper way
- Provided an unfair service

2.3 Concern or Complaint

2.4 It is important to establish the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the likelihood of their developing into formal complaints.

2.5 If you have any concerns about our work, please discuss this with a member of staff as soon as possible, so that they can understand your concerns and put these right.



2.6 If you are not happy with the response to your concern and/or want to raise a formal complaint, please follow the procedure set out in this policy.

3.0 Procedural Guidance

3.1 SASH aims to settle most complaints quickly and satisfactorily by the member of staff who provides the service. However, where this is not possible, the first stage of the complaints procedure will be enacted.

3.2 There are three stages to the complaint's procedure

- Stage One
- Stage Two
- Stage Three

4.0 Stage One

4.1 The complaint should be submitted in writing to the Office Manager within 28 days of the issue arising who will allocate the complaint for investigation to a member of the management team.

4.2 If the individual wishes they can speak to a SASH member of staff or request support from someone else to write the complaint on their behalf.

4.3 The complaint can be posted to the SASH Office at IT Centre, Innovation Way, Heslington, York, YO10 5NP, marked as Private & Confidential - FAO the Business Support Officer, or emailed to info@sash-uk.org.uk.



4.4 The complaint should include the complainants name and address, the nature and date of their complaint and how they would like to see it resolved.

4.5 On receipt, each complaint will be logged on the complaints register. Complainants will receive confirmation of receipt within five working days.

4.6 The assigned manager will fully investigate the complaint and will do so within seven working days of the acknowledgement of the complaint. The assigned manager will be independent of the situation that is subject to the complaint.

4.7 Complaints will be fully investigated, and the complainant will receive a written response detailing the outcome of the investigation within twenty-one working days.

4.8 Details of any recommendations from the investigation will also be included in the response.

4.9 Where the complaint is upheld, an apology should be offered.

4.10 Occasionally investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent after fourteen working days which will include a proposed date by which a conclusion will be reached.

4.11 If the complainant is unsatisfied with the outcome of Stage One, then they can appeal the decision within fourteen working days of the date of the outcome and proceed to Stage Two



4.12 The complaints register will be updated.

5.0 Stage Two

5.1 If the complaint cannot be resolved to the complainant's satisfaction at Stage Two, then the complaint will be referred onto the Chief Executive

5.2 If the complaint is about the Chief Executive, then the complaint will be escalated to the Board of Trustees to undertake the investigation and provide an outcome.

5.3 The complaint will be acknowledged within five working days.

5.4 The Chief Executive will review the Stage One investigation and make one of the following recommendations within ten working days (of the date that the complainant notified the organisation that they wanted to proceed to Stage Two of the procedure):

- Uphold the action taken at Stage Two
- Make changes to the Stage Two recommendations

5.5 The complainant will be informed in writing about the outcome of Stage Two.

5.6 The decision reached about the complaint will be final but other options available to the complainant should be included in the letter. This may include the right to escalate the complaint to the Board of Trustees.



5.7 The Chief Executive will make the Board of Trustees aware of complaints that reach Stage Two, and these form the basis of complaints register which is a standard agenda item at every Board Meeting.

6.0 Stage Three

6.1 If after SASH has followed the two stages and the complainant is still not satisfied with the result, they should be advised that there is no further right of appeal with SASH.

6.2 If the complainant remains dissatisfied, they may make a further complaint to:

- North Yorkshire Council for services delivered in Craven, Harrogate, Hambleton, Ryedale, Scarborough, Selby
- City of York Council for services delivered in York
- East Riding Council for services delivered in East Riding
- Ofsted (Supported Accommodation Regulations)
- The Fundraising Regulator
- The Charity Commission.

7.0 Anonymous Allegations

7.1 Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

8.0 Monitoring



8.1 Complaints are an important tool that allow SASH to learn about the services that we provide. To ensure that SASH can learn from complaints the following data will be recorded:

- Name and address of complaint
- Date of complaint
- Nature of complaint
- Name and job title of the complaint investigator/s
- Recommendations
- Lessons identified

8.1 Details of how this data is stored is outlined in the organisation's Data Protection Policy.

Policy Sign Off	
Position	Chief Executive
Date of Issue	19 th July 2021