

SASH Complaints Policy

This is designed to be a more accessible version of SASH's full Complaints Policy.

What is it?

This policy explains what to do if someone wants to complain about how SASH has acted, especially if they feel something went wrong or wasn't fair.

Who can use it?

Anyone involved with SASH – young people, staff, volunteers, hosts, or even the public.

What counts as a complaint?

You can complain if you think SASH:

- Didn't give you a good service,
- Made a mistake,
- Acted wrongly or unfairly.

Sometimes it might just be a concern (a smaller issue), and it's best to talk about it early so it doesn't turn into a big problem.

The process (3 Stages):

Stage 1:

- Write your complaint within 28 days.
- You can get help writing it if needed.

- It will be investigated by someone not involved in the issue.
- You'll get a reply within 21 working days.

Stage 2:

- If you're not happy with the first result, you can appeal.
- The Head of Operations or the Chief Executive will look into it.
- You'll get a new decision in 10 working days.

Stage 3:

- If you're still unhappy, you can take your complaint to outside groups like the local council or Ofsted.

Other things to know:

- You can complain anonymously, but they might not be able to do much if they don't have enough info.
 - SASH keeps track of complaints to learn and improve.
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