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| *Chandos & Dent’s Almshouses* | *Complaints Policy*  |
| *Owner* | *Administration* |
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| *Created or last revision* | *October 2023* |
| *Review Date* | *October 2024* |

**Introduction**

This policy applies to the Trustees of Chandos & Dent’s Almshouses (the Charity) and seeks to ensure that the Charity’s complaints process is flexible and responsive to the needs of individual complainants.

In dealing with complaints the charity will ensure that:

* + complainants are listened to and treated with courtesy and empathy
	+ residents will not be disadvantaged as a result of making a genuine complaint
	+ complaints will be investigated promptly, honestly and openly
	+ in dealing with complaints, the Charity will comply with confidentiality and data protection policies

All complaints will be dealt with in a timely manner by Trustees who are not implicated in the matter and the Charity’s ultimate response will be communicated clearly to the complainant. The Charity aims to be a responsible landlord to all residents as well as a responsible neighbour.

For the purposes of this policy complaints should be made via:

Trust Contact Phone: 07930 483248 or

Trust email: trustees@winchcombealms.org

Trust address: First Floor Office, Chandos Flats, Winchcombe GL54 5LS

A **complaint** is defined as: an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Charity, its trustees, its own staff, or those acting on its behalf, affecting an individual resident or group of residents. The word “complaint” does not need to be used expressly for the matter to be considered a complaint.

A request from a resident to act to put something right(eg to carry out routine maintenance) is considered to be a **service request** and not a complaint. Service requests should be dealt with according to the Residents’ Handbook. Failure to deal appropriately with a service request may lead to the matter being dealt with as a complaint.

Complaints made by residents may also be made by the residents’ carer, family members or a representative of the resident.

Complaints made by individuals affected by the Charity, who are not residents, must be made by the individual themselves or a legal representative.

**Exclusions**

The Charity will not be able to deal with an issue through the complaints process if:

* + a complaint relates to a legal matter which is already being dealt with by a solicitor or where legal proceedings have been issued
	+ the complainant is anonymous, unless there is sufficient documentary evidence to substantiate the complaint
	+ the issue giving rise to the complaint occurred over six months ago, unless relating to health and safety issues; or
	+ The matter has already been considered under the complaints policy and a decision issued

**Accessibility**

Complaints will be dealt with in a manner that is constant with the Charity’s Equality and Diversity Policy.

If any individual making a complaint wishes the Charity to make reasonable adjustments to accommodate an individual’s particular needs they, or their representative, should contact the Charity to discuss what adjustments may be possible.

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**Complaints Process**

Complaints should be made via the Contact Phone 07930 483248 or in writing to The Trustees, Chandos & Dent’s Almshouses, First Floor Office, Chandos Flats, Winchcombe, GL54 5LS or by email **trustees@winchcombealms.org**

Minor complaints such as small maintenance issues (service requests) should be reported via the Contact Phone or email.

If the complaint is more serious, involves other residents or matters affecting health and safety it should be made in writing to the Trustees.

The initial complaint should include sufficient detail, and where appropriate supporting documentation, for example detailed records of events leading to the complaint with dates and times and people involved, to enable the Trustees to investigate the matter.

The Trustees will acknowledge the complaint and investigate as appropriate, permitting all relevant parties to provide information. Details of the complaint will be kept confidential as far as possible, with information only being disclosed if necessary to properly investigate the matter.

When responding to the complaint the Trustees will give a clear decision about the issues raised and if appropriate any steps that will be taken to remedy them.

If the complainant is not satisfied with the outcome of their complaint they should submit a written appeal without undue delay. This will be acknowledged and may include any requests for clarification which relate to the appeal.

The appeal will be dealt with by the Chair of Trustees who may convene a special meeting.

The Chair of Trustees will respond in writing to the complainant setting out the decision of the appeal and if appropriate advising of any action taken to resolve the complaint.

The decision of The Chair of Trustees will be final.

**Circumstances in which a complaint may be closed**

* If a complaint is pursued unreasonably or where a Complainant’s actions or behaviours are deemed to be unreasonable, the Charity reserves the right to close the complaint.
* If a complainant displays threatening or abusive behaviour or language (whether verbal or written), which causes staff or trustees to feel threatened, abused and/or continues to contact the Charity with unreasonable demands during or following a complaint investigation, a complaint may be closed and if the Complainant is a resident, this may be grounds for their appointment to be set aside.
* In cases where Trustees consider a complainant is being unreasonable and overly persistent and decide to bring the complaint to an end, they will inform the complainant of their reasons in writing.

**This policy has been approved for issue by the board of trustees of Chandos & Dent’s Almshouses**