

COMMENTS AND COMPLAINTS POLICY

Last reviewed and approved by trustees: August 2020

Next due for review: June 2022 (3 Years)

Our Vision

We envisage an inclusive society where LGBTQ+ young people are healthy, successful and celebrated.

Our Purpose

We support the wellbeing and creativity of LGBTQ+ young people in Cambridgeshire, Peterborough and surrounding areas through information, support and groups. We build inclusive communities to tackle inequalities through consultancy, training and education to all sectors.

Our Values

Relevant – Our learning and development is continuous.

Engaging – We are warm and welcoming.

Accessible – We create inclusive communities and safe spaces.

Community Led – We are motivated by the voices of LGBTQ+ young people.

High Quality – Our support and guidance are of the highest quality.

Introduction

The Kite Trust
Registered Charity: 1189936
26 St Thomas Place, Ely, CB7 4EX
info@thekitetrust.org.uk
01223 369508



The Kite Trust aims to provide a standard of service that is acceptable to all. The Kite Trust hopes to achieve this by working in a manner dictated by our policies which endeavour to benefit our service users and volunteers. However, we recognise that from time to time issues may arise and that it is important to have established processes for receiving, considering and responding to such instances. This document sets out the process by which we aim to address volunteer and service user comments and complaints.

Comments and Informal Complaints

If someone thinks that The Kite Trust is failing to provide a safe and inclusive service, or has comments on how the organisation can improve, it is important that there is a way for them to tell The Kite Trust. This enables The Kite Trust not only to deal with a specific problem or suggestion, but, if it is a valid complaint, to avoid it happening again, and to improve the service offered.

Any service user, volunteer, other organisation or member of the public can make comments or a complaint verbally in person, on the phone, by e-mail or by letter. Contact details for these different methods of contact can be found on The Kite Trust website.

This process is for an individual who may wish to draw a matter to the attention of The Kite Trust but will not want to formally or officially register it. The matter will be looked into and remedial action taken if necessary. A response will be sent to the individual who submitted the comment or complaint at the earliest possible opportunity and within a month if necessary contact details were submitted with the comment or informal complaint.

If the complaint is resolved successfully at this stage it is an end to the matter. If it is not resolved to the complainant's satisfaction, however, then it can be escalated to become a formal complaint.

Formal Complaints

Sometimes a person will state clearly that they wish to make a formal or official complaint and other times it will be appropriate to suggest to the person that they make an official complaint. This is now an official complaint.

The final decision as to whether to lodge an official complaint should rest with the complainant.

Formal complaints should be made in writing to the Chief Executive, or to the Chair of Trustees if the complaint relates to the Chief Executive and the individual does not wish the grievance to be heard by them. Contact details can be found on The Kite Trust website.

Where possible, complainants should use the Complaints Form (Appendix A). If someone makes a complaint by means other than the form, then it will be attached to a Complaints Form and missing details will be obtained by the person receiving the complaint to complete the form. A formal complaint is therefore a complaint that is made using the Complaints Form (Appendix A) and which thus receives a written reply.

The Chief Executive (or the Chair) shall provide an opportunity for any person directly involved in the subject of the complaint, to express their views about the matter without obligation to do so in the presence of the complainant. The Chief Executive (or the Chair) will interview the complainant at a time convenient to the complainant. This interview can be attended by a friend or advocate.

The Chief Executive (or the Chair) will be expected to provide a reply to the complainant, in writing, within 14 days of the formal complaint being raised, whenever reasonably practicable.

Appealing a Formal Complaint

When an individual feels that a formal complaint has not been satisfactorily resolved after a written decision from the Chief Executive (or Chair), they may appeal in writing to the Chair within 14 days of the receipt of the decision.

The appeal will normally be heard by a panel of at least three trustees within 14 days of receipt of the individual's written notice of appeal. At the appeal the individual will be entitled to present the complaint to the panel of trustees. The panel of trustees shall, at their discretion, also take evidence from all parties directly involved in the subject of the complaint.

The panel of trustees will consider the matter and the Chair will announce the final decision within 14 days of the appeal being heard.

Exclusions

Formal complaints about a matter over which The Kite Trust has no control will not be examined using the above procedure. However, wherever practical, the Chief Executive will respond in writing to the complainant to outline this position.

APPENDIX A – Formal Complaints Form

We request that you make your complaint on this form to speed up the process. If you cannot put your complaint in writing, a worker will assist you, using interpreters etc. where appropriate.

Name:	
Address:	
Telephone No:	Daytime: Evening:
Preferred method of contact:	
Time and date of the issue that caused you to make a complaint:	
Name of any staff or volunteers involved in incident:	
Name of any staff or volunteers you have tried to resolve the complaint with so far:	
Please write the details of your complaint here, continuing on separate securely attached sheets if necessary:	
Signature:	
Date:	