



Complaints procedure

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1. Purpose of the policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. In order to investigate your complaint as fully as possible we have implemented this complaints procedure. We are fully committed to dealing with all complaints fairly and impartially, in a friendly, respectful and professional way as it is in everyone's best interests to help ensure the matter can be resolved as quickly and informally as possible. We anticipate that almost all complaints that arise will be resolved at Stage 1 or Stage 2 below, and that Stage 3 will only need to be followed on very rare occasions.

2. Outline of the procedure

Stage 1: The first contact

1.1. We would advise that where possible, you discuss any concerns with the appropriate member of staff, who will clarify with you the nature of the concern and reassure you that we want to hear about it. The member of staff may explain to you how the situation happened. It can be helpful at this point to identify what sort of outcome you are looking for.

1.2. If the member of staff first contacted cannot immediately deal with the matter, or if you are not satisfied with the initial outcome you should contact our safeguarding officer and trustee, Richard Berry, hello@ignite-life.co.uk. A course of action will be agreed and, if required a complaints form should be filled in for our records.

1.3 We will set a timescale to get back to you and would hope that a resolution and satisfactory outcome can be reached.



1.4 If no satisfactory solution has been found within seven days, you should inform Mr Thomas Gould hello@ignite-life.co.uk. If the complaint is against Mr Thomas Gould, please refer to 2.7.

Stage 2: Referral to Thomas Gould for investigation

2.1 Mr Thomas Gould will acknowledge the complaint in writing/email within three working days of receiving the written complaint. Initially he will aim to ensure a swift but thoughtful consideration of your complaint leads to a resolution. He will invite you to meet with him if requested

2.2 Mr Thomas Gould will provide an opportunity for you to meet him to supplement any information provided previously. It will be made clear to you that if you wish you might be accompanied to any meeting by a friend, relative, representative or advocate who can speak on your behalf.

2.3 If necessary, Mr Thomas Gould will interview witnesses and take statements from those involved.

2.4 Once all the relevant facts have been established as far as possible, Mr Thomas Gould will then produce a written response to you, including a full explanation of the decision and the reasons for it. Where appropriate, this will include what action we will take to resolve the complaint. You will be advised that should you wish to take the complaint further you should notify us within four weeks of the date of the letter.

2.5 In the case where your initial complaint is against Mr Thomas Gould, or where you feel that stage 1 and 2 this procedure has not resolved the complaint, you can request that stage 3 is automatically instated.

Stage 3: Review

3.1 We will acknowledge receipt of the written request to review the complaint. The acknowledgement will inform you that the review stage refers your complaint to the board of trustees of Ignite Life. They will consider the complaint within twenty working days of receiving the complaint. The letter will also explain that you have the right to submit any further documents relevant to the complaint. These must be received in time for the documents to be sent to all parties.

3.2 The board of trustees will review the complaint within twenty working days of receiving the letter. All relevant correspondence relating to the complaint will be given to him and you will have access to this upon requests.



3.3 The board of trustees will write and inform you of their proposed course of action. This might be a phone conversation to agree and finalise actions and advice for Ignite Life or a meeting to review the complaint formally.

3.4 Mr Thomas Gould will be invited to attend the review meeting and will be asked to prepare a written report for the review in response to the complaint. All concerned should receive any relevant documents prior to the meeting. In the case where the complaint is against Mr Thomas Gould, the board of trustees will be responsible for compiling the written report.

3.5 The meeting should allow for:

- you to explain the complaint and the for Mr Thomas Gould to his response
- the opportunity for both parties to ask questions of each other about the complaint
- The board of trustees to have an opportunity to question both you and Mr Thomas Gould
- final statements by both you and Mr Thomas Gould.

It is the responsibility of the board of trustees to ensure that sufficient notes are taken to record an accurate reflection of the points considered and any decisions taken, or actions agreed. The notes do not need to be verbatim but should be sufficient to remind the panel of the evidence that has been presented and the reason for the decision.

3.6 The board of trustees will explain to you that he will consider the decision and that a written decision will be sent to both parties within five working days. You, the senior manager, other members of staff and witnesses will then leave.

3.7 The board of trustees will then consider the complaint and all the evidence presented and reach a decision on the complaint He will then decide upon the appropriate action to be taken to resolve the complaint; and, where appropriate, suggest recommended changes to our systems or procedures to ensure that problems of a similar nature do not happen again.



3.8 A written statement outlining the decision of the board of trustees must be sent to you and Mr Thomas Gould. The letter to you should also explain how a further appeal can be made, if appropriate.

3.9 We will ensure that a copy of all correspondence and notes are kept on file.

Stage 4: Further referral

If you feel that your complaint has not been resolved to your satisfaction you are advised to take further, independent advice. Depending on the nature of your complaint this can be legal advice from a solicitor, financial and consumer advice, contacting the consumer complaints commission, child protection advice from your local social services team. For general inquiries as to your best option the Citizens Advice Bureau.

3. Procedure for unreasonable or persistent complainants

We are fully committed to dealing with all complaints fairly and impartially, in a friendly, respectful and professional way. We are sure that you will understand the need to behave in a similar way as it is in everyone's best interest to help ensure the matter can be resolved as quickly and informally as possible. However, we do not expect our staff to tolerate behaviour by complainants which is unacceptable, for example, which is abusive, offensive or threatening, and we will take action to protect staff from any such behaviour if it occurs. Also, there may be complainants who, because of the frequency of their contact with us, hinder our consideration of their or other people's complaints and potentially the running of the organisation.

We anticipate that such behaviour will be a very rare occurrence, but if we consider a complainant's behaviour is unacceptable or unreasonably persistent, we will tell them why and ask them to change it. If the behaviour continues, we may take action to restrict the complainant's contact with us.

The decision to restrict access will be taken by Thomas Gould any restrictions imposed will be appropriate and proportionate. They may include:

- requesting contact in a particular form (for example, letters only)
- requiring contact to take place with a named member of staff
- restricting telephone calls to specified days and times



- asking the complainant to enter into an agreement about their conduct

In all cases we will write to tell the complainant why we believe his or her behaviour is unacceptable or unreasonably persistent, what action we are taking and the duration of that action. We will also tell them how they can challenge the decision if they disagree with it.

Where a complainant continues to behave in a way which is unacceptable or unreasonably persistent, we may decide to terminate contact with that complainant and discontinue any investigation into their complaint. If we decide to carry on treating someone as an unreasonably persistent complainant and we are still investigating their complaint six months later, we will carry out a review and decide if restrictions will continue.

Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff, we will consider other options, for example reporting the matter to the police or taking legal action. In such cases, we may not give the complainant prior warning of that action.

Where a complainant whose case is closed persists in communicating with us about it, we may decide to terminate contact with that complainant. In such cases, we will read all correspondence from that complainant, but unless there is fresh evidence which affects our decision on the complaint, we will simply acknowledge it or place it on the file with no acknowledgement.

New complaints from people who have come under the unreasonably persistent complainant's policy will be treated on a case by case basis.

Last review: 25 October 2019

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