

Introduction

The Cellar Trust is dedicated to providing the best quality service for all our clients. We also want to ensure all our customers, donors and anyone coming into contact with our organisation has a great experience. As part of this commitment we take people's views very seriously and welcome any feedback whether it is positive or whether it is to express dissatisfaction with the service or organisation. We recognise that from time to time there may be occasions when people may feel that the quality or level of service provided falls short of what they could reasonably expect. It follows that everyone has a right to complain if they feel dissatisfied with the service they have received. Everyone should be informed of this right when they first come to The Cellar Trust and the information should be easily accessible via our website.

All complaints shall be treated with regard to the Confidentiality Policy.

Related Policies

- Code of Conduct
- Confidentiality Policy
- Equal Opportunities and Diversity Policy
- Safeguarding – Vulnerable Adults
- Volunteer Policy and Procedures

Complaints Procedure

Stage One – Informal Resolution

1. When a complaint is made the person receiving the complaint must inform their line manager who must then inform a member of the Senior Leadership Team (SLT) or CEO if necessary, who will appoint a Complaints Manager. The Complaints Manager will be the lead person dealing with the complaint. If the complaint relates to a member of SLT the Complaints Manager must be the CEO; if the complaint relates to the CEO the Complaints Manager must be a Trustee.
2. The Complaints Manager will attempt to resolve the matter informally at this stage if possible and seek a resolution with the complainant that is satisfactory to all parties. This will be logged on the Complaints Monitoring database. All complaints are logged on the Complaints Monitoring database whether they are escalated or resolved at an early stage.
3. Where a resolution is not possible or the complainant does not wish to attempt an informal resolution, the complaint will be dealt with formally - see Stage 2.

Stage Two – Formal Meeting

1. The complainant will be asked to put their complaint in writing using the Complaints Form (Appendix 1) and send it to the Complaints Manager marked 'Private and Confidential'. They will have the complaint acknowledged and be sent a copy of this complaints procedure within ten working days of the complaint being received. This procedure includes details of what they can expect with a timescale (see Complaints Procedure Timescales - Appendix 2).
2. In all cases, when notified of any meeting in the complaints procedure, the complainant should be advised that they may bring a representative of their choice, who will be supplied with the relevant papers.
3. A meeting will be arranged between the complainant and the Complaints Manager. This should be offered within ten working days of the complaint being received.

The Cellar Trust Complaints Policy

6. If the complaint involves an individual - either a member of staff, volunteer or client then they may also be interviewed separately by the Complaints Manager.

7. If the complaint is resolved at this stage and the outcome is satisfactory, the Complaints Manager should record the meeting, give the complainant a record of the outcome, inform SLT or the CEO and take any actions agreed as an outcome of the meeting. This should be logged on the Complaints Monitoring database. If the outcome of this meeting is unsatisfactory to the complainant, the Complaints Manager must advise the complainant about the next stage of the process. – see Stage 3

Stage Three – Appeal

- 1.. The complainant must lodge a formal appeal within four weeks of the stage 2 meeting.
2. The Appeal Officer must be someone with a more senior position than the original Complaints Manager, or in the case of a Trustee, a different Trustee.
3. An Appeals Panel will arranged within four weeks of receipt of the appeal. There should be a minimum of two appointed to sit on the panel, one being the Appeal Officer. In the case of a appeal made by the CEO, an external member may join the Appeals Panel at the discretion of the trustees.
3. Following the appeal meeting, the complainant should be given a record of the outcome and the CEO informed, if relevant. Any actions agreed within the meeting should be taken and recorded. This should be logged on the Complaints Monitoring database. The findings of the Appeals Panel is final and no further appeal is possible.

Complaints Relating to our Fundraising Activity

The Cellar Trust is registered with the Fundraising Regulator and we adhere to the Code of Fundraising Practice which is available to download here: <https://www.fundraisingregulator.org.uk/code>. If we receive any complaints that may relate to our fundraising activities we will ensure that we treat them in accordance with our own Complaints Policy as well as with this code and with the guidance set by the Fundraising Regulator. If we are unable to resolve a complaint regarding fundraising complainants should contact the Fundraising Regulator to take the matter further. Visit the Fundraising Regulator webpage for more details: <https://www.fundraisingregulator.org.uk/complaints>.

Operational Matters

- The CEO will keep the Board of Trustees informed of the number and nature of complaints and the outcomes. The CEO will report to the Board on this issue at least annually.
- Appeals - the Board of Trustees will not discuss any complaint which has not been progressed through the proper procedures set out in this policy.
- When the situation is resolved, the complaint must be recorded on the Complaints Monitoring database.
- Only the CEO, SLT and Leadership Team have access to the Complaints Monitoring database which is kept on the server and is password protected.
- All data recorded is kept in line with The Cellar Trust's data protection procedures and in line with the General Data Protection regulation.
- It is a condition of some funding contracts that records shall be available for inspection by the funding partners.
- We will include any complaints relating to our fundraising activities in our annual accounts.
- The CEO is responsible for implementing and reviewing the policy.

APPENDIX 1 – Complaints Form

Available to download from the website / or on request

The Cellar Trust aims to provide service of a standard acceptable to all our clients and customers. If we fail to do this, we want to know about it. This will enable us not only to deal with the specific problem but also to avoid it happening again. If you wish to complain about any aspect of The Cellar Trust please fill in the following and return the form to us. If you need more space to write, add extra sheets.

Please tell us the details of your complaint
Please tell us what you feel should / should not have happened
Please tell us what you would like us to do now
Your name _____ Your tel no. _____ Your email _____ Your address _____ _____
How would you prefer to be contacted? Tel <input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/>
Thank you for completing this form. You will receive a response within two weeks of us receiving your written complaint.

Please return this form to The Cellar Trust, Farfield Road, Shipley BD18 4QP addressed to the Complaints Manager and marked Private and Confidential.

You can also email your complaint to complaints@thecellartrust.org

APPENDIX 2 – HOW TO MAKE A COMPLAINT

At The Cellar Trust we aim to provide a quality service to everyone who uses our services. If you have a concern about any aspect of our service or organisation, we would be grateful if you could bring this to our attention so that we may investigate and hopefully improve the service we offer and rectify any mistakes.

The Cellar Trust has a complaints procedure designed to deal with your complaint quickly and efficiently. We hope to deal with most queries at the time they arise and with the person concerned. We will sometimes have to investigate a complaint and will try to deal with your complaint within stated guidelines from The Cellar Trust Complaints Procedure. This is available on our website or on request from any member of staff or by phoning 01274 586474.

What to do if you wish to make a complaint

There are a number of options open to you depending on the nature of those concerns. In the first instance you should speak directly to your worker (if applicable) or any other member of staff to let them know your concerns and what you would like to see changed. They will then advise you of the next stage. Please refer to the Complaints Policy for further details.

If you are worried about talking to a worker, or have already spoken to them and you are still unhappy with the situation, you should talk to a manager or different member of staff.

If you feel that the situation remains unresolved then we invite you to submit a formal complaint in writing, using our Complaints Form. Please ask any member of staff for a copy of our Complaints Policy and form or you can download these from our website:

<https://www.thecellartrust.org/complaints-policy/>

You can return your Complaints Form to a member of staff in person or by post to The Complaints Manager, The Cellar Trust, Farfield Road, Shipley BD18 4PQ, marked Private and Confidential. We have a dedicated complaints email address which you can use to submit your complaint if you wish to: complaints@thecellartrust.org

Complaints relating to our fundraising activities

We will endeavor to resolve any complaints relating to our fundraising activities by using our standard Complaints Policy and procedure. However if we are unable to do so or if you feel you would like to take the complaint further you can contact the Fundraising Regulator directly. See the Fundraising Regulator webpage for more details:

<https://www.fundraisingregulator.org.uk/complaints>.

Our commitment to you

- The Cellar Trust takes all complaints very seriously
- We will deal with them effectively and efficiently
- We will keep you informed about what is happening to your complaint
- We will take action where we think it is necessary

Please note that this practice adheres strictly to the rules of confidentiality and we cannot provide confidential information if you are making a complaint on behalf of someone else. We would need written permission from the client concerned.