



Complaints Policy and Procedure

General statement

Eden's Trust aims to provide its members, other organisations and individuals with the best possible service. We positively welcome suggestions regarding how we can improve our service.

If a problem arises

Usually, a word with the person at the point of service delivery will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can resolve the problem and implement a plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

Complaints procedure

1. If you have a complaint to make, in the first instance, you should raise it with the Counsellor appointed by Eden's Trust who will try to resolve the issue informally.
2. If the issue is serious, or if you are not satisfied after raising it with the appointed Counsellor you can make a formal complaint. You should mark your email "Private and Confidential" in the subject matter and email your complaint to Elli@edenstrust.org.uk. Elli will acknowledge the complaint by email, normally within 7 days of receipt. Please keep a copy of your complaint.
3. Elli will investigate the complaint in consultation with a Senior Trustee from the Board of Trustees and they will use the check list below.
4. Elli will let you know the results of the investigation within a reasonable time, normally 21 days, by email.
5. If you are dissatisfied with the results of the inquiry, you have the right to put your case to a panel comprising at least three members from Eden's Trust's Board of Trustees. You can put your case in writing or in person. If you attend personally, you have the right to be accompanied by a friend or advocate to help put your case across. The panel also has the right to have an advisor present.
6. The decision of the panel will be final.
7. Where appropriate, Eden's Trust will make a written apology to the complainant and confirm any steps taken to prevent the issue(s) raised in this complaint from happening again.

After the complaint has been dealt with

- All formal complaints and the response made to them will be recorded and filed in a secure place which is password protected.
- Elli shall inform the Board of Trustees at their next meeting about any formal complaints and their outcome. All personal details including names WILL NOT be shared with Board of Trustees. The Board of Trustees will assess the implications of these complaints for Eden's Trust's management of its services and planning of future services and as part of Eden's Trust's periodic self-evaluation.

Publicising this procedure

This complaints procedure will be publicised to organisations and individuals which use our services.

The designated person

The designated person is Elli Galvani; the Chair and Founder of Eden's Trust. If the complaint relates to the designated person, the Board of Trustees will nominate a Trustee, normally the most senior one, who will act as the designated person.

Review date: June 2024

Complaints check list

Use this checklist when investigating a complaint as part of Eden's Trust's complaints policy and procedure.

Complainant's name and contact details:

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Date of this document:

Have you provided the complainant with a copy of this complaints procedure?	<input type="checkbox"/>
Have you conducted an interview to establish background to and detail of the complaint?	<input type="checkbox"/>
Have you written a statement about the complaint which you have dated and signed?	<input type="checkbox"/>
Has the complainant countersigned as correct the statement you have taken?	<input type="checkbox"/>
Have you given a copy of the complaint to those associated with its contents?	<input type="checkbox"/>
Have you asked, in writing, for a statement from those associated with the complaint within an agreed period of time?	<input type="checkbox"/>
Have you received the statements within the agreed time period?	<input type="checkbox"/>
Have you advised those being interviewed that they can have a union representative or friend with them?	<input type="checkbox"/>
Have you interviewed all those associated with the complaint?	<input type="checkbox"/>
Have you written up, signed, and dated your notes from each of these interviews?	<input type="checkbox"/>
Have you reviewed all the evidence placed before you?	<input type="checkbox"/>
Have you assessed whether or not you feel there are grounds for complaint?	<input type="checkbox"/>
If so, have you considered all the options for action that could/should be taken as a result?	<input type="checkbox"/>

Are you clear in your own mind what will be the content of the discussion with the Chair about this investigation and its findings?

Have you discussed fully with the Chair the findings of your investigation and your recommendations for action?

Have you put these formally in writing to the Chair, together with the statements and notes taken during the course of the investigation?