

TAI PAWB COMPLAINTS POLICY

Introduction

Tai Pawb's intention is to deal with people fairly and properly and deliver services at a high standard. If you feel that we have not met that standard, we would like to know. Tai Pawb prides itself on being a learning organisation and always wants to learn from situations or issues so that we can continuously improve and do better next time. If possible, we will put right any mistakes we have made, and we will apologise.

Our definition of a complaint is *'an expression of dissatisfaction in relation to Tai Pawb, a member of its staff or the trustees, that requires a response from Tai Pawb.'*

The recording of complaints about Tai Pawb's service delivery will enable us to monitor and evaluate customer satisfaction, as well as any remedial action taken following a complaint. Any expression of dissatisfaction will always be treated as a complaint by Tai Pawb

Our aim is to deal with any complaint sympathetically, fairly and quickly, taking into account equal opportunities in accordance with our policies.

What we expect from you

We believe that all complainants have a right to be heard, understood, and respected. Tai Pawb staff and trustees have the same right. We expect you to be polite and courteous. We will not tolerate aggressive, abusive, or unreasonable behaviour. Nor will we tolerate unreasonable demands, unreasonable persistence nor vexatious complaining.

Resolving Complaints Informally

If you are approaching us for the first time, you should give us a chance to respond. We will attempt to correct an error or deal with your concern as quickly as possible and inform you of the action we have taken. If you are not happy with our response, then you may make your complaint using the procedure we describe below. Most concerns can be settled quickly, just by speaking to the relevant person in Tai Pawb, without the need to use a formal procedure.

If you have a complaint that we have not been able to resolve informally, you should communicate the complaint in the following stages:

Stage A - If you are unhappy with our informal response to your complaint, then you should put your complaint in writing, (with your preferred contact details) including a summary and setting out what aspects of the informal response and/or outcome you are unhappy about, to the Chief Executive Officer (CEO) of Tai Pawb, Alicja Zalesinska Alicja@taipawb.org.

We would expect you to start Stage A within ten working days of receiving an informal response to your complaint, as it is in everyone's interest to resolve a complaint as soon as possible. On receipt of this, there will be a separate review of your complaint, investigated by the Chief Exec or a person appointed by them, depending on the nature of the complaint (that could be a Manager, a Head of Service, the Chair or another Trustee and in certain circumstances, someone independent of Tai Pawb).

The person investigating your complaint will acknowledge your complaint within 10 working days and set out a reasonable timescale for considering the complaint and responding to you with their conclusions. In most cases, Tai Pawb would expect that this timescale would be within one month.

Stage B – If you are still unhappy with the result of any of the above, you may refer your complaint to the [Charity Commission](#), if you believe that there is a risk of serious harm to the charity or people it was set up to help.

Examples of serious issues include:

- Tai Pawb not following the law.
- Serious harm to the people Tai Pawb helps.
- A person or organization receiving significant financial benefit.
- Criminal, illegal or terrorist activity
- Tai Pawb losing significant amounts of money.
- Tai Pawb losing significant assets (land or buildings).

You can raise a concern with the charity commission using the following link:
<https://forms.charitycommission.gov.uk/raising-concerns/>

If your complaint is such that you believe a criminal offence has taken place you should contact the relevant authorities.

Our commitment to you

In all cases the staff and trustees of Tai Pawb will ensure that complaints are dealt with in an unbiased, open, and fair way.

We will take your concerns and complaints seriously and, where we have made mistakes, will try to learn from them.