



Complaints Policy

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1. Policy Framework

We are committed to providing a positive experience to everyone who comes into contact with Share – our students, their carers, our staff, volunteers, donors, partners and external stakeholders. We have a specific Students Complaints Policy for our students, and a Grievance Policy for staff. This Complaints Policy is for anyone else who wishes to make a complaint.

If you are not satisfied with your experience of Share, letting us know will help us to improve our service. We endeavour to reply to all complaints in writing within two weeks. In cases where this is not possible, we will send a communication acknowledging receipt of your complaint, and advising when you can expect a full response. If your complaint relates to Safeguarding, please refer to our Safeguarding policy, and direct your enquiry to our Deputy Designated Safeguarding Lead.

2. Risks

The risks this policy aims to avoid are:

1. Unsatisfactory experience or harm to any stakeholders
2. Reputational damage
3. Behaviour that doesn't align with Share's values
4. Misconduct by those operating on Share's behalf

3. General Principles

1. In the first instance, we will aim to deal with complaints informally. If a satisfactory resolution cannot be reached informally, or if the complaint is of a particularly serious nature, the formal complaints procedure will be followed, as outlined below. The line manager of the person who is the subject of the complaint will try to find an informal solution.
2. You have a right to reasonable confidentiality when making your complaint. Please advise us if you wish to keep your complaint anonymous.
3. Personal complaints will never be handled or investigated by the individual about whom they have been made.
4. If a formal personal complaint is made about a member of Share's staff, that person's line manager will lead the investigation, and respond to the complaint in the first instance. Depending on the severity of the accusation, the Senior Management Team and Board may also be immediately informed of the complaint – this will be at the discretion of the Chief Executive.
5. If a formal personal complaint is made about a volunteer (excluding Trustees), it will be dealt with by the Volunteer Co-ordinator and/or Community and Satellite Services Manager in the first instance. Depending on the severity of the accusation, the Senior Management Team and Board may also be immediately informed of the complaint – this will be at the discretion of the Chief Executive.
6. If a Share volunteer wishes to make a complaint, please follow the procedure outlined in the Volunteer Handbook.
7. If a formal personal complaint is made about the Chief Executive, the Chair will be informed and a member of the trustee Board will be elected to investigate and respond.
8. If a formal personal complaint is made about one of the Trustees, apart from the Chair, the matter will be investigated and responded to by the Chief Executive and Chair.
9. If a formal personal complaint is made about the Chair, the Board will elect one of their number to lead an investigation and respond.
10. This policy and procedure will be subject to review every three years by the Quality and Impact Committee, or if there are significant changes that need to be made.
11. All timescales are indicative, as some matters are more complex than others and we will prioritise being thorough and considered in our response.

4. Responsibilities

Share recognises itself as having the following responsibilities:

1. To acknowledge all formal complaints in writing
2. To respond and deal with all complaints in a timely, reasonable, and sensitive manner
3. To take corrective action where appropriate and possible.

We recognise complainants as having the following responsibilities:

4. To bring their complaint, in writing, to our attention within eight weeks of the issue arising. If you make an oral complaint, we will agree wording with you to capture it in writing
5. To raise concerns directly with a member of staff, or a Trustee
6. To explain the problem as clearly and fully as possible, and to respond promptly to requests for further information

7. To allow Share reasonable time to deal with the matter
8. To accept that some circumstances may be outside of Share's reasonable control.

5. The Procedure

1. If you have the contact details of a relevant staff member or trustee, you can make your complaint in writing to them. If you don't, call us on 020 7924 2949 and we'll advise who is best to contact.
2. All complaints received, whether orally or in writing, will be documented on Civi – Share's CRM system – and, in the case of a complaint about a specific member of staff, by Share's HR team. A report outlining all complaints is provided quarterly to the Quality and Impact Committee. The need for any changes to Share's service delivery, values, Code of Conduct etc on the back of complaints, will be ascertained by SMT and the Quality and Impact Committee
3. If a complaint cannot be resolved informally, it may be escalated for a formal investigation.
4. By way of guidance, an investigation will be undertaken if:
 - a. A complaint has been made following injury, or legitimate health and safety concern
 - b. A complaint has been made due to financial loss
 - c. A complaint has been made relating to the mishandling of data
 - d. There is perceived to be a real and high risk of reputational damage to Share
5. If an investigation is to take place, we will notify you and provide an estimate as to when you can expect a response. We will aim to provide an initial response within 10 working days, and will let you know if there is any reason why we're unlikely to be able to meet that timeframe.
6. If you are unsatisfied with our initial response, you have the right to request a review from the Chief Executive, Abi Carter, by writing to abic@sharecommunity.org.uk, or, in cases where the Chief Executive is the subject of the complaint, to Share's Chair, Kate Heaps, at kateh@sharecommunity.org.uk. Requests for a review will be considered without prejudice by the Board.
7. The CEO's / Chair's decision is final.
8. You may also wish to contact:
 - a. The Charities Commission: <https://www.gov.uk/complain-about-charity>
 - b. The Fundraising Regulator: <https://www.fundraisingregulator.org.uk/complaints>
 - c. The Local Government and Adult Social Care Ombudsman: <https://www.lgo.org.uk/adult-social-care/>

6. Policy Control Sheet

Date of change/s	Overview of Change/s	Change/s made by	Review/Approved by