



<b>Version : 1</b>	<b>Date : March 2025</b>
<b>Complaints Policy &amp; Procedure</b>	<b>Chief Executive Officer</b>
<b>Reviewed</b>	<b>18<sup>th</sup> March 2025</b>
<b>Frequency of review</b>	<b>This policy must be reviewed every 3 years or as deemed necessary</b>
<b>Date of Next Review</b>	<b>March 2028</b>
<b>File Location</b>	<b>BOT – Policy</b>
<b>Signed</b>	<b>G Day</b>

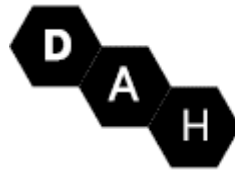
Summary : The Policy covers how to keep information safe, similar to the GDPR Policy. It covers the different ways in which breach of confidentiality should be reported and how it should be dealt with.

## **COMPLAINTS POLICY & PROCEDURE**

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### **Introduction**

DAH is committed to empowering members, clients, and all those who engage with our projects and services to share their views and opinions



openly. We value feedback and believe in continuous improvement. If something falls short of expectations, we encourage you to let us know so we can review the situation, make necessary adjustments, and take steps to improve our services moving forward.

We also welcome comments and suggestions on how we can enhance our services.

Our complaints procedure provides a clear process for raising and resolving concerns about any aspect of the service received from DAH.

### **Scope**

This procedure serves as a framework for resolving disputes between individuals submitting a complaint and DAH. It does not apply to complaints from staff and volunteers, which are handled through grievance procedures, or job applicants, whose concerns are addressed through recruitment procedures.

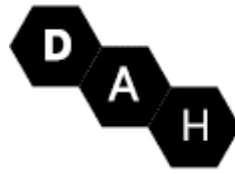
### **Procedure**

Anyone wishing to file a complaint has the right to independent advocacy for support. This may include a friend, relative, or a representative from an advocacy organisation who can assist in making the complaint and/or accompany them to any meetings with DAH. (For information on Advocacy Groups, please refer to the end of this document.)

### **Making the Complaint - Stage 1**

#### **The following procedure should be adopted:**

If the complaint is against the Chief Executive, the same procedure will apply, with the Chair of the Board of Trustees stepping in to fulfil the Chief Executive's role at every stage.



The first step in resolving a concern is to have an open and direct conversation with the staff member involved, aiming to find a solution through clear communication.

If the issue remains unresolved, the complaint should be escalated to the staff member's line manager.

For complaints involving line managers, these should be escalated directly to the CEO.

Complaints can be submitted by email, letter, completing a complaints form (see Appendix) . Alternatively, as a reasonable adjustment, a verbal complaint can be made upon request. All written complaints will be acknowledged within two working days of receipt.

The complainant will then be invited with any person they feel will advocate for them to discuss their concerns in person, by phone or in writing —whichever is most suitable for them. Whenever possible, this should take place within five working days of the issue arising.

Details of all complaints will be recorded and shared with the CEO – unless it relates to the CEO.

### **Investigating the Complaint – Stage 2**

If a complaint involves a DAH staff member or representative, they will have the opportunity to provide their account, either through a written statement or a meeting with the Line Manager, CEO, or Chair of the Board of Trustees. This should be completed within 10 working days of being informed of the complaint.

The Line Manager, CEO, or Chair of the Board of Trustees will also consult with any other relevant parties involved in the matter. All internal investigations will be fully documented to ensure transparency and accountability.



### **Letter of explanation and or Actions taken**

The Line Manager, CEO, or Chair of the Board of Trustees will provide a formal response to the complaint, incorporating information gathered from the staff member and any other relevant parties. This response will outline the findings of the investigation and specify any actions to be taken, if applicable.

If the complainant remains dissatisfied with the outcome, they have the right to appeal. They have the right to appeal within 5 working days. In their appeal, they should clearly set out the specific aspects of the outcome they are unhappy with and explain why they believe the decision should be reconsidered.

If the complaint was initially reviewed by a Line Manager, it can be escalated to a Stage 2 complaint, where the CEO will hear the appeal, It must be submitted within five working days of receiving the initial response. The CEO, acting on behalf of the Board, will review the complaint and provide a formal response, outlining any further actions (if applicable), within 20 working days.

If the complaint has already been heard by the CEO and the complainant remains dissatisfied, they have the right to escalate their appeal to the Board of Trustees. The appeal must be submitted in writing within five working days of receiving the Stage 2 outcome.

The Board of Trustees will conduct a final review and provide a written response within 20 working days, outlining the final decision and any further actions, if applicable. The decision of the Board of Trustees will be final.

### **Local authority funded project**

**Haringey Council**



**DISABILITY  
ACTION  
HARINGEY**

Charity Registration Number 1191762

River Park House,  
225 High Road,  
N22 8HQ

If the individual is still not satisfied with the outcome of their complaint and it is related to a local authority-funded project or service, then the individual can contact Haringey Council central complaints team and make a complaint directly to the Council alternatively they could contact

### **Local Government Ombudsman**

by calling 0300 061 0614, text “call back” to 0762 481 1595 or completing a complaints form online <https://www.lgo.org.uk/complaint-form>

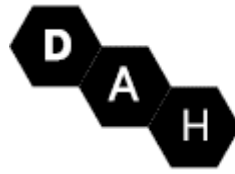
### **Recording & Monitoring Complaints**

All complaints, including those that have been resolved, will be recorded and kept on file. The Complaints Monitoring Form should be used for this purpose.

All records will be managed in accordance with the DAH Confidentiality & Data Protection Policy to ensure privacy and compliance with data protection regulations.

A Corrective Action Report will be completed for each complaint, detailing:

- The nature of the complaint or non-conformance.
- The investigation conducted.
- The corrective actions taken within the organisation and with external partners, if applicable.



A summary of complaints and the resulting corrective actions will be presented to the Board of Trustees on a quarterly basis. Additionally, complaints and service concerns will be a standing item on the Staff Team Meeting agenda to ensure lessons are learned, internal actions are properly implemented, and continuous improvements are made.

DAH will regularly review all complaints, including informal ones, to assess the effectiveness of its operations, services, and projects. This review will be conducted confidentially, ensuring that complainants' identities are protected while considering broader issues raised and areas for improvement.

### **Data Protection & Confidentiality**

Where possible, a complainant's request for confidentiality will be respected. However, this may not always be feasible if the complaint needs to be addressed properly. For instance, if the complainant refuses to disclose their identity or the name of the person they are complaining about, it could be challenging to investigate certain types of complaints.

If the complaint involves issues that may impact other members or clients, complete confidentiality may not be possible. However, any information shared will be strictly limited to what is necessary for the complaints procedure and will only be disclosed to those directly involved in the investigation or others who need to be informed. The complainant will be notified in advance before any information is shared.

Complaints will be retained for one year. After that period, the record will be securely shredded or deleted, and no further records will be kept.

### **Publishing the Procedure**

The CEO is responsible for ensuring that information about our Complaints Policy and procedure is available from our office.

### **How to contact DAH:**



**DISABILITY  
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Charity Registration Number 1191762

**Disability Action Haringey,**  
Winkfield Resource Centre,  
33 Winkfield Road,  
Wood Green Haringey,  
N22 5RP  
0203 355 0071  
info@d-a-h.org

**Local Advocacy Services:**

**Citizens Advice Haringey**  
20E Walthe of Gardens  
Tottenham  
London N17 7DN  
0808 278 7966  
0203 872 5840

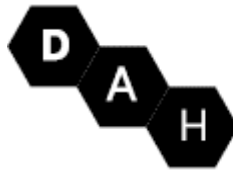
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**APPENDIX: COMPLAINT FORM**

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DAH respects your privacy and will make sure that it protects your personal information. Any personal details that you give us on this form or as part of your complaint will only be used by us to:

- Help resolve your concerns
- Check whether our services and complaint procedure are accessible to every member of the community



- Help to improve our service

**Please PRINT your contact details below:**

<b>Name:</b>	
<b>Address:</b>	
<b>Telephone Number:</b>	
<b>Email:</b>	
<b>Do you have a Disability?</b>	

Please describe the cause of your complaint. If possible, please include any dates or names that are relevant.

You can also ask a member of staff to complete this for you.

Please call our helpline on **020 3550071**

*(Please use extra paper if necessary and attach to this form)*

<b>Your complaint:</b>
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**What do you think we should do to resolve this problem?**

*For Office Use Only*

Received by:	
Date:	

Corrective Action Number:						
Action Taken:						
Action feedback to complainant:						
Method of feedback:	Email		Letter		Telephone	
Fed back by:						

Complaint Resolved (enter date):	
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If unresolved passed to DAH Board of Trustees (enter date):	
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Further Action:						
Action feedback to complainant:						
Method of feedback:	Email		Letter		Telephone	
Fed back by:						

Complaint resolved (enter date):	
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<p><b>This is a non-contractual policy and procedure which will be reviewed from time to time.</b></p> <p>Date of Next review: March 2028</p>
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