



Complaints Policy and Procedure

SER-01

General statement

1. Every Life Matters aims to provide its members, organisations and individuals with the best possible service. We positively welcome suggestions you may have for how we can improve our service.
2. 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 make good the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

This is what you should do:

1. If you have a complaint to make, it should be made to the Charity Manager who will try to resolve the issue informally.
2. If the issue is serious, or you are not satisfied after raising it with the Charity Manager you should make a formal complaint.
3. Your complaint should be made by email, marked "Private & Confidential", and sent to the Charity Manager at info@every-lifematters.org.uk who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your email. If you need an interpreter or advocate to help you make your complaint, Every Life Matters can arrange this for you.
4. The Charity Manager shall - in consultation with the Chair of the Trustee Board - investigate the complaint.
5. The Charity Manager shall communicate the results of the investigation to you within a reasonable time - normally 21 days.

6. You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to a panel comprising at least three members from the Every Life Matters Trustee Board. If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present).
7. The decision of the panel will be final.
8. Where appropriate, Every Life Matters will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.
9. All formal complaints and the response made to them will be recorded and filed in a secure place.
10. The Trustee Board shall be informed by the Charity Manager at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of Every Life Matter's self-evaluation.
11. If a complaint relates to the Charity Manager then complaints should be addressed to the Chair Of Trustees.

Every Life Matter's complaints procedure will be publicised to organisations and individuals who use its services.

Revision History - Adopted: 15-2-2019		
Date	Revisions made	Actioned

Every Life Matters
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