



# ESTEEM Complaints Procedure

If you have a complaint about ESTEEM, or one of our staff or volunteers, we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase satisfaction in our services;
- To use complaints constructively in the planning and improvement of all our services.

## Who can complain?

Anyone who is:

- Receiving a service from Esteem;
- Caring or responsible for someone who has a complaint;
- Has been refused a service which they think they may need.

## How to complain

Many complaints can be resolved informally, but ESTEEM is here to help if you feel you are unable to resolve the complaint by speaking directly with the person concerned. ESTEEM would like to sort out any complaint as soon as possible.

In the first instance contact ESTEEM and, if you feel able, speak to a member of staff, or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied, you may pursue a formal complaint.

Write down your complaint and send it to:

Cat Vizor – Chief Officer, ESTEEM  
 Address: The Old School House  
 Ham Rd  
 BN43 6PA  
 Shoreham-By-Sea

Phone Number: 07760395085

Email: [cat.vizor@esteem.org.uk](mailto:cat.vizor@esteem.org.uk)

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Alternatively, you can contact the Chair of Trustees:

FAO: Peter Latham (at the ESTEEM address)

Or you can email him: [peter.latham@esteem.org.uk](mailto:peter.latham@esteem.org.uk)

### What Happens Next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

### Does this always happen?

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

### Can you have someone with you when your complaint is discussed?

Yes, you can.

### Can you take your complaint elsewhere?

Yes. In the first instance you should contact ESTEEM directly, but where there are serious concerns such as ESTEEM is:

- not doing what it claims to do
- losing lots of money
- harming people
- being used for personal profit or gain
- involved in illegal activity

Then you should contact the Charity Commission which regulates registered charities in England and Wales. They make sure that charities are accountable, well-run and meet their legal obligations

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but will also intervene in matters where there is serious risk of significant harm to, or abuse of, charities, their beneficiaries or assets.

The contact details are:

**Charity Commission for England and Wales (CCEW)**

PO Box 211  
Bootle  
L20 7YX

Telephone: 03000 66 9197

Website: [www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission)

## Revisions to this document

Revision number:	Date:	Description on modifications:
01		
02		

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