



# Hope Housing

Working to end rough sleeping in Bradford

Hope Housing, The Millside Centre  
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Registered Charity No. 1132349

## Complaints Policy

**Scope:** Applies to all Hope Housing employed staff and volunteers

<b>Date of policy:</b>	December 2011
<b>Approved by Board of Trustees:</b>	December 2011
<b>Last Review date:</b>	December 2017
<b>Date for review:</b>	December 2020.
<b>Compliance Officer:</b>	Chair of Trustees

1. Hope Housing takes seriously the biblical challenge to live as friends alongside the poor. We value the relationships we have, and the service we provide, and aim to maintain the highest standards. This policy outlines how we will respond to complaints that we are failing to achieve this aim.
2. Complaints about the practice of Hope Housing staff, volunteers or trustees may be raised verbally or in writing with any member of staff. The member of staff will seek to address the concerns and find a suitable resolution.
3. Should the member of staff be unable to satisfactorily resolve the issue, the complainant may write to the chair of trustees, who will ensure that either they or a nominated representative acknowledge receipt of the complaint within five working days.
4. Within a further five working days, the chair of trustees will take a decision on whether or not formal action needs to be taken and respond to the complainant in full, laying out the reasons for their decision.
5. Should the chair of trustees not be able to come to a decision alone, they may choose to call a meeting of the trustees to discuss the issue. In such a case, the chair will keep the complainant informed, and provide notice of the outcome within five working days of the meeting.
6. Should there be a need to take disciplinary action as a result of a complaint, it will be handled in accordance with the Hope Housing disciplinary policy.
7. Should the complainant have any reason to believe that the chair has handled the matter improperly, or has improper personal interest in the matter, they may write to any other member of the board of trustees, who may bring the matter before the board.