



Complaints Policy

Scope: Applies to all Hope Housing Clients/Third Party Interests

Date of policy: November 2023

Approved by Board of Trustees: NA

Date for review: November 2024

Compliance Officer: Phil Marshall (CEO)

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.

Complaints made by clients

1. 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 on an informal basis.
2. If the staff member is unable to resolve the complaint, then the matter will be referred to a manager at Hope Housing who will meet with the complainant within ten working days and attempt to resolve their concerns. The outcome of that meeting will be provided to the complainant in writing within 5 working days of the meeting.
3. The letter must refer to the complainant right to ask for their complaint to be referred to the CEO within ten working days of receiving the initial outcome of their complaint.
4. Should the manager be unable to satisfactorily resolve the issue, the complainant may write to the CEO who will ensure that either they or a nominated representative acknowledge receipt of the complaint within five working days.
5. Within a further fifteen working days, the CEO or their representative 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.
6. Any timescale can be extended in exceptional circumstances if investigation of the complaint would require steps that could not be complete within the timescale set. The complainant would be notified of any need to extend the deadline.

7. Should the CEO 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 CEO will keep the complainant informed, and provide notice of the outcome within five working days of the meeting. This decision will be final.
8. The CEO of Hope Housing will ensure that a written record is kept of all formal complaints made, confirmation of how the complaint has been resolved along with a copy of the response letter to the client, if any.
9. 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.
10. Should the complainant have any reason to believe that the CEO 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.