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## Internal complaints procedure template uk

Simple documents use cookies to ensure that you get the best experience on our website. See more published contact details about complaints: Written complaints are likely to be sent to HOPE UK via email from hope foundation UK, 54 King Edward Road, Maidstone, Kent, ME156PJ or info@thehopefoundation.org.uk. Verbal complaints can be made directly over the phone to +44 (0) 208 133 0863 or to either hope UK staff or trustees at the same address or at any of our events as above. Complaints that receive complaints may arrive through channels published for that purpose, or through other contact details or opportunities that the complainant may have, such as social media. Complaints received by phone or in person must be recorded. Those who receive phone calls or direct complaints should take the name of the complainant to write down the facts of the following complaint and note the address and phone number claimant's relationship with HOPE UK. For example a donor, volunteer, sponsor we will tell the complainant that we have a complaint procedure, if necessary where appropriate we will ask the complainant to send a written account so that the complaint is recorded in its own words to resolve the complaint. Regardless of whether the complaint has been resolved, the complaint information must be passed on to the HOPE UK Director within 5 business days. When a complaint is received, the director records it in the complaint logbook. If it hasn't been resolved yet, investigate and delegate it to the appropriate personnel to take the appropriate action. If the complaint is related to a specific person, they should be notified and given a fair opportunity to respond. The complaint should be approved by the person handling the complaint within 5 business days. Acknowledgments should be said when the person dealing with the complaint and the complaining person can expect a reply. A copy of this complaint procedure must be attached. The complainant must receive a definitive reply within a month. For example, if this problem does not occur because the investigation is not fully completed, you should send a progress report indicating when the full reply will be sent. Whether or not the complaint is justified, the response to the complainant should describe the actions taken to investigate the complaint, the conclusion of the investigation and the steps taken as a result of the complaint. Stage 2 If the claimant feels that the issue has not been resolved sufficiently at stage 1, he or she may request that the complaint be reviewed at the board level. At this stage, the complaint is passed to the board. Request for board-level review Admitted within 5 business days of receipt. Acknowledgments should say when who will deal with the incident and when the complainant can expect a reply. The Board may investigate the facts of the incident itself or entrust it to an appropriate senior officer. This may involve reviewing the documents in the case and talking to the person who addressed the complaint at Stage 1. Those who dealt with the original complaint on stage one should continue to be informed of what is going on. If the complaint is related to a specific person, they should be notified and given further opportunities to respond. The complainant must receive a definitive reply within a month. For example, if this problem does not occur because the investigation is not fully completed, you should send a progress report indicating when the full reply will be sent. Whether or not the complaint is up to it, the response to the complainant should describe the actions taken to investigate the complaint, the conclusion of the investigation and the steps taken as a result of the complaint. The decision at this stage is final unless the Board determines that it is appropriate to seek external assistance with the resolution. External Stage HOPE UK is a registered charity in Scotland, so claimants can lodge a complaint with the Scottish Charity Regulator at any time. Information on the types of complaints oscr may be involved in can be found on the website . Variations in the complaints procedure The Board of Directors may change the procedure for good reason. This may be necessary to avoid conflicts of interest, for example, complaints about the chairman or directors should not engage the chairman and/or trustee as the person leading the stage 2 review. Monitoring and learning complaints from complaints are reviewed annually to identify trends that may indicate the need to take further action. The Learning Technology Association (ALT) is working in an open and accountable way that provides quality services to its members and builds the trust and respect of all stakeholders. One way to continue to improve our services is to listen to and respond to the views of our members, customers and stakeholders, especially to respond positively to complaints and put mistakes right. We therefore aim to ensure that it is as easy as possible to file a complaint. We treat complaints as a clear expression of dissatisfaction with our services, which seek immediate action. We will deal with confidentiality quickly, politely, and where appropriate. We will respond in the right way - for example, an explanation, or an apology for doing something wrong, or information about actions taken. We learn from complaints, use them to improve our services, and review our complaints policies and procedures every year. We have a lot of concerns and deal with it quickly. Our aim is to resolve informal concerns quickly. Keep the problem low-key. Enable mediation between the complainant and the individual to which the complaint was queried. An informal approach is appropriate when it can be achieved. However, if the concerns cannot be resolved sufficiently informally, formal complaints procedures must be followed. Preamble definition: ALT defines a complaint as an expression of dissatisfaction (ALT, staff, or ALT Trustee), which is related to ALT and requires formal response. Purpose: The formal complaints procedure is intended to ensure that all complaints are resolved fairly, consistently and, where possible, to the satisfaction of the complainant. ALT's responsibility is to acknowledge formal complaints in writing. Respond within the specified time period. Deal with complaints reasonably and sensitively. Take action as needed. The complainant's responsibility is to get the ALT's attention within eight weeks of the complaint being written and usually a problem that arises. Raise concerns quickly and directly with members of ALT's staff. Explain the problem as clearly and fully as possible, including any actions that have been made so far. Allow ALT a reasonable time to address the issue. We are aware that some situations may be beyond alt control. Responsibility for action: all staff, and the trustees of ALT confidentiality: Every attempt is made to ensure that both the complainant and the ALT maintain confidentiality, except in exceptional circumstances. However, the circumstances that are causing the complaint may not be able to maintain confidentiality (each complaint is judged on its own merits). In this case, the situation will be explained to the complainant. Monitoring and reporting: ALT trustees receive anonymous reports of complaints each year, and their resolutions and complaints are handled in accordance with ALT's Privacy policy. Formal Complaints Procedure Stage 1 In the first example, if you can't resolve the issue informally, you should write to the staff who treated you, or the manager, and get the chance to put things right. If your complaint is about alt trustees, not members of alt staff, you must formally write to the parties involved. In your letter, you need to set the details of your complaint, the consequences as a result, and the remedies you are seeking. Complaints can be expected to be confirmed within 4 business days of receipt. You must receive a response and explanation within 15 business days. For more information on our contact details, please visit the Contact Us section of the ALT website. If you are not satisfied with the initial response to the Stage 2 complaint, you can contact the ALT CHIEF Executive Officer for a review of the complaints and responses, you can expect chiefWe will accept your response within 15 business days within 4 business days of receipt. The purpose of ALT is to resolve all issues as soon as possible. However, because inevitably some issues become more complex, they may need longer to fully investigate. Therefore, the timescale given for handling and responding to complaints is an indicator. If the problem requires more in-detail investigation, you're provided with a preliminary answer explaining what's being done to address the problem, when you can expect a full answer, and who can answer it. Final Stage If you are not satisfied with the subsequent reply from the CHIEF Executive Officer of ALT, you have the option to write to the chairman of the Board and will be told why you are unhappy with the results. For more information on our contact details, please visit the Contact Us section of the ALT website. You must do this within 10 days of receiving a written response from alt's chief executive officer. The Chairman of the Board (or its nominee) will respond normally within 10 business days and will provide you with action to be taken to investigate the complaint and when you will be able to hear the results of the investigation. Note. If your first complaint is made to the Chairman of the Board, the final stage will be handled by the President of the ALT or vice chair of the ALT. This policy licenses reuse under the Creative Commons Attribution-ShareAlike 4.0 Unported (CC BY-SA 4.0) license. You are welcome to adapt it for your own purposes, in which case apply a similar license to your policy and acknowledge this page as your source. Thank you very much. You.

