



Ann Craft Trust – Complaints Policy

Policy statement

The Ann Craft Trust exists to create a world where everyone understands their role in safeguarding adults and preventing abuse. We do this through the provision of training, audit, consultancy, research and raising awareness of key issues relating to safeguarding adults. We believe that no-one should experience abuse, harm, neglect or exploitation – this includes both adults and children. Acting through our values, by being compassionate, honest, inclusive and professional helps everyone at the Ann Craft Trust to play their part in reducing the risk of abuse, harm, neglect and exploitation.

We are committed to providing a high-quality service, but there may be occasions when things do not happen as intended and you may not be happy with the service you receive. When this happens, we want to put matters right quickly, learn from our mistakes and improve the way we do things in the future.

The purpose of this policy is to:

- help us provide a service of the highest standard to all those who come into contact with the Ann Craft Trust
 - ensure that everyone knows they have a right to complain about our service if needed
 - help us deal with complaints in a positive way and use them to improve our services
- set out steps that people need to take regarding how to make a complaint if they feel they need to
- set out how we can deal with complaints in a fair and consistent way

Scope

This policy applies to all individuals and organisations who interact with the Ann Craft Trust, including training attendees, service commissioners, and callers.

It is not to be used by staff or volunteers who are unhappy about their own experience within the Ann Craft Trust, matters such as this should be dealt with through usual [HR guidance](#) / discussion with your line manager.

It is also not intended to cover concerns someone may have about malpractice or misconduct in the Charity, these should be dealt with under the [Whistle Blowing Policy](#).

This policy will help if you believe that we have:

- failed to do something that was agreed
- not done something we should have
- acted unfairly or discourteously
- treated you or others in an unprofessional manner
 - failed to follow an agreed course of action

Complaints Procedure

What do we mean by a complaint?

The complaint might be about:

- the behaviour of a staff member, associate or trustee
 - the level of service received
 - training – the quality of training and / or not meeting the agreed learning outcomes, although this will largely be dealt with under our Quality Assurance Policy and procedure.
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- anything else?

First stage of process

First, it is always best to try to resolve the matter at the time as there may have been a simple misunderstanding or it could be that the issue can be easily resolved there and then. You should initially speak to the Ann Craft Trust staff member or associate concerned (or their line manager) advising them:

- What the problem is
- How it came about
- How the issue has affected you
- What you would like to be done

Every effort will be made to listen and resolve the matter and you will be informed of the outcome. A reasonable timescale for resolution will be 10 days and the complainant will be informed of progress as the matter is considered.

Second stage

If you have been unable to resolve your complaint informally at the point of service, put your complaint in writing, explaining what you believe we have done wrong and what you think we could do to put it right.

You can make a formal complaint

- by letter or email
 - by using our complaints [form](#)
 - by arranging a personal visit to our office.

If you make a formal complaint in person at the office we will complete the complaints form with you.

If you write to us, we will endeavour to respond fully within 10 working days. If this is impossible, because of the complex nature of your complaint, we will acknowledge your letter within five working days of receipt and let you know who is looking after your query, what action we are taking and when a reply can be expected.

We are committed to putting things right and the CEO has overall responsibility for the Ann Craft Trust's Complaints' Procedure.

The CEO and / or a relevant senior manager within the business will look at the complaint, discuss with the staff member or associate concerned and advise a

course of action. We will advise you in writing, what decisions have been taken and the recommendations. Our letter will give reasons for the decision and the steps to be taken.

Normal service to the complainant should continue during the investigation of this complaint, if this is not possible it will be made clear to the complainant at the earliest opportunity.

Final Stage

If you are not satisfied with the reply from the CEO or nominated senior manager within the Ann Craft Trust, OR your concern relates to the CEO then you have the option of writing to the Chair of Trustees stating the reason you are dissatisfied with the outcome, or your concern (please email anncrafttrust@nottingham.ac.uk to request to be contacted by the Chair of Trustees).

The Chair of Trustees will endeavour to respond within 10 days to inform you of the action which will be taken to further investigate your complaint and when you can expect to hear the outcome of the investigation. Every effort will be made to keep the complainant informed as much as is possible during this process.

A final decision should be made after a further 10 days if at all possible. If this is not possible owing to the complexity of the concern a reasonable timescale will be communicated.

Confidentiality

All details will be held in accordance with the UK General Data Protection Regulations 2018. The Ann Craft Trust has a privacy policy which can be accessed here: [include link](#)

Monitoring and Review of this Policy

This Policy will be reviewed every 2 years, the next review is due on 1/9/2027

Your feedback and learning from complaints

Your feedback is essential and we welcome your comments, as these help us to review and develop our services. By making your views known, you assist us achieve the highest possible standards and provide a better service to everyone to help us achieve our aim of stopping the abuse of all adults.

The Complaints Procedure

STAGE 1: INFORMAL COMPLAINT

Complaint made to member of Staff or respective Line Manager



Resolve through discussion with the Staff Member or Line Manager

If not satisfied, proceed to Stage 2: Written complaint

STAGE 2: WRITTEN COMPLAINT

Submit a completed complaint form to the CEO



We aim to respond within 10 working days. If this is not possible, you will receive an acknowledgment within 5 working days, including details of who is handling your complaint and the expected timeline.

If still not satisfied, proceed to Stage 3: Contact the Chair of trustees

STAGE 3: ESCALATION TO CHAIR OF TRUSTEES

Write to the Chair of Trustees to request a formal review within 10 working days of the decision made in Stage 2



Within 10 working days, you will be advised of the action that will be taken to investigate and respond to your concern. Within a further 10 working days, you should receive written confirmation of the final decision made.

This is the final stage of the process.

Complaint Form / Microsoft Form to include:

Please email or post the form to:

If you require a large print complaints form, or you are unable to print or email your complaint form, please contact us at anncrafttrust@nottingham.ac.uk.

Title: Mr Mrs. Ms. Miss Other

First name(s): Surname:

Address:

Email address:

Telephone:

Best time to call is:

Preferred contact method: Mail Email Phone

Your role in this complaint: for example, someone who has attended training with the Ann Craft Trust. Open text:

Name of service or staff member / associate the complaint is about: open text

What is the complaint about? Open text

What do you feel we did wrong or failed to do, or in what way did we act unfairly?
Open text

What do you feel we should we do to put things right? Open text

Is there anything further you wish to add? Open text

Is this the first time you have made a complaint to the Ann Craft Trust? Y/N

Signature Date
