

COMPLAINTS POLICY:

Purpose and scope

21 Together recognises ... This policy is to establish a structured and transparent process for individuals to submit complaints regarding any aspect of our Charity's services, events or activities. This policy outlines how complaints will be received, processed, and resolved in a timely and fair manner.

This policy applies to all members of the Down's syndrome community in Kent, including children aged 0-25, their carers, parents, and any other stakeholders who interact with our Charity.

Definitions

Complainant: The individual making a complaint.

Complaint: A formal expression of dissatisfaction with any aspect of our Charity's services, events, or activities.

Principles

We are committed to the following principles in handling complaints:

Accessibility: We will ensure that the complaints process is accessible to all members of the Down's syndrome community in Kent.

Confidentiality: We will handle all complaints with the utmost confidentiality, respecting the privacy of the complainant and other parties involved.

Fairness: We will treat all complainants with fairness and impartiality.

Timeliness: We will strive to resolve complaints promptly and inform complainants of the progress and outcome.

Transparency: We will maintain transparency throughout the complaints process.

Complaints Handling Process

Complaint Submission

Complaints can be submitted in the following ways:

- In writing, addressed to Alexandra Davies, Operations Manager
21 Together

Maidstone Community Support Centre,

39-48 Marsham Street

Maidstone

ME14 1HH
- Via email to info@21together.org.uk
Please include in the subject line: COMPLAINT FAO Operations Manager
- In person, by appointment
At Maidstone Community Support Centre, 39-48 Marsham St, Maidstone ME14 1HH.
- By phone on 01622 230720 – please ask for the Operations Manager or CEO

Receipt of Complaint

Upon receiving a complaint, 21 Together will:

- Acknowledge receipt of the complaint within 5 business days.
- Assign a unique reference number to the complaint for tracking purposes.

Investigation and Resolution

21 Together will investigate the complaint, which may involve:

- Gathering relevant information and documents.
- Interviewing individuals involved, if necessary.
- Consulting with relevant staff or volunteers.

Communication with Complainant

We will keep the complainant informed throughout the process, providing updates on the progress of the investigation.

Resolution and Response

Upon completing the investigation, we will:

- Make a determination based on the findings.
- Provide a written response to the complainant within 14 business days.
- Offer solutions, if applicable, and explain any actions taken to address the complaint.

Escalation

We always hope that we can resolve your concerns but if you are unhappy with our response to your feedback, you may request an escalation by contacting the Chair of Trustees through info@21together.org.uk

Alternatively, you can contact the Charity Commission quoting our registration number 1165305. You can submit a serious complaint via their website www.charitycommission.gov.uk

Records

21 Together will maintain records of all complaints received and their resolutions in a secure and confidential manner.

Policy review

The overall responsibility for this policy lies with the charity and Board and will be reviewed regularly to ensure its effectiveness and compliance with relevant laws and regulations.

21 Together is committed to providing a fair and transparent process for addressing complaints within our organization. We value the input of our community members and strive to continually improve our services and support.

Date issued: SEPTEMBER 2023

Review date: SEPTEMBER 2025



Working together with
the Down's Syndrome
Community in Kent to
raise expectations and
realise potential

Signed on behalf of Trustee Board

Signature..... Date.....

Print Name.....

Role.....