



## **Complaints & Compliments Policy**

**v2**

**THOMAS'S FOUNDATION [CIO]**

**Registered Charity No. 1181145**

Registered Office:  
Thomas's Foundation  
Thomas's Academy  
New King's Road  
Fulham  
London  
SW6 4LY

# Complaints & Compliments Policy

## THOMAS'S FOUNDATION [CIO]

Registered Charity No. 1181145

Governance	
Version	2
Approved by	Board
Date last approved	CIO formation
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Revision history	
Version /date	Updates and changes
v1, CIO formation to Feb23	Initial document after the CIO, setting up the TF's approach to complaint and compliment handling
v2 , Feb 22 to date	Review of policy. Update of key definitions and addition of steps relevant to the reception of complaints

### Introduction

Thomas's Foundation is committed to running a high-quality organisation and services, and we welcome feedback from individuals, intermediaries, charities and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work.

The objectives of Thomas's Foundations Complaints & Compliments Policy are to:

- Ensure everyone knows how to provide feedback and how a complaint & compliment will be handled.

- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames.
- Provide individuals with a fair and effective way to complain about our work.
- Ensure that complaints are monitored and used to improve our services and organisation.

The policy is endorsed by Thomas's Foundation's Trustees and will be reviewed annually to make sure it remains relevant and appropriate to the needs of Thomas's Foundation; its staff, volunteers, users and visitors.

This Complaints & Compliments policy is freely accessible to all.

## **1. Definitions**

### **Complaint**

A complaint is any expression of dissatisfaction by an individual or group, whether justified or not.

An individual may make a complaint if they feel Thomas's Foundation has:

- Failed to provide a service or an acceptable standard of service
- Delayed in providing a service
- Made a mistake in the way it has provided a service
- Failed to act in a proper way
- Provided an unfair service

### **Compliment**

A compliment is any expression of praise, admiration, or congratulation by an individual or group about Thomas's Foundation. This positive feedback ensures that we are offering a high-quality service and are fulfilling our mission.

### **Volunteer**

A volunteer is a person who, unpaid and of their own free will, chooses to give their time, energy, skills and expertise to support Thomas's Foundation in achieving its objectives in accordance with its Constitution.

### **Designated volunteer**

"Designated volunteers" are nominated volunteers formally appointed for mission critical positions in accordance with due governance and that undertake Board appointed programme of work

They can act as programme directors

### **Executive director**

The most senior paid staff member of TF.

## **2. Where to send a complaint or compliment**

You can send your complaint or compliment to Thomas's Foundation at:

Thomas's Foundation  
 Thomas's Academy  
 New King's Road  
 Fulham  
 London  
 SW6 4LY  
 Tel: + 44 (0) 20 3327 4177

Email:

Executive Director lizwoodcock@thomassfoundation.org.uk

Please include:

- Name and contact details, including address and telephone number
- Nature of complaint and dates
- What action/redress you are seeking

Thank you.

### **3.Complaints Procedure – How to make a complaint?**

We have devised the following 3 stage complaints process to understand what has happened, apologise, where appropriate, and set things right, if possible.

#### **Receipt of a complaint**

If the complaint has been sent by the complainant via email as per section 2, all complaints will be received by the Executive Director who will enact the different process stages as per below

If the expression of dissatisfaction has been received by any volunteer or member of the Foundation, this must be made known to the Executive Director in writing as follows

Email:

Executive Director lwoodcock@thomassfoundation.org.uk

The executive director will enact the different process stages as per below.

#### **Stage 1: Review by Level 1 volunteers**

Level 1 volunteers refer to “volunteers” or “designated volunteers” who the Executive Director selects to look into the complaint.

The selected volunteer (level 1 volunteer) must be the person best placed to understand the issue and be able to help resolve it effectively. A volunteer who has a conflict of interest in relation to the complaint made can not be selected to investigate and resolve the complaint.

The level 1 volunteer will acknowledge your complaint within five working days and carry out a full investigation into the circumstances surrounding it within 20 working days.

If the complaint is upheld, you will receive a full apology and, where appropriate, be given details of any action that Thomas’s Foundation’s project was able to take to retrieve the situation or at least put things right for the future. The aim is always to achieve resolution at the earliest stage possible.

Individuals will be advised that if they are not satisfied with the response to their complaint, they may appeal within 14 working days and progress to Stage 2.

If the level 1 volunteer is on annual leave/holiday/sick, then the Thomas’s Foundation’s Executive Director will enact this process stage. If they in turn are on annual leave/holiday/sick then please contact the Chair of Trustees.

If it is a complaint suggests there are safeguarding concern , the level 1 volunteer or Thomas’s Foundation’s Executive Director will enact the Safeguarding and Children Protection Policy as required

If it is a particularly serious complaint, the Thomas's Foundation's Executive Director will enact the investigation personally.

If there is a complaint about the Executive Director, please approach the Chairman of The Board

### **Stage 2: Review by Thomas's Foundation's Executive Director**

The process followed by the Executive Director in reviewing the complaint is very similar to Stage 1 in that the same target times for responses apply and there is the same obligation for an apology, where owed, and for putting things right, if possible.

The Director will check that the investigation so far has been carried out fully and properly. They will check that the fundamental point of the complaint has been addressed and look at any outstanding issues raised by the complainant.

If an individual remains dissatisfied with the outcome from Stage 2 they can request an Independent Review within 14 working days of the date of the outcome and progress to Stage 3.

### **Stage 3: Review by Thomas's Foundation's Board of Trustees**

If you still feel that all the issues have not been properly tackled, you can request a further review to be conducted under the direction of Thomas's Foundation's Board of Trustees, with the ultimate authority at Thomas's Foundation being the Chair of the Board of Trustees.

Once again, the review will produce a full response, which will contain sufficient information to show that the complaint has been fully investigated and been handled fairly. An apology will be issued where appropriate, and actions will be taken to put things right, if possible.

The Chair will check that the investigation so far has been carried out fully and properly. She or he will check that the fundamental point of the complaint has been addressed and look at any outstanding issues raised by the complainant.

A request for a Stage 3 review should be made within one month of receiving the Stage 2 review. The longer the gap between the original complaint and the review, the more difficult it is to constructively resolve the matter. Requests made outside of this period will be considered if there are extenuating circumstances.

Should the Board of Trustees find that the stated procedure was not followed or that the matter has not been handled fairly, the Chair will specify why and may give directions for a new investigation.

The decision of the Board of Trustees and the Chair is final.

## **4. Monitoring**

Complaints are important as they allow Thomas's Foundation to learn about the services it provides and how it may improve them.

The Complaints will be logged in a Register. The following data will be collected:

- Name and address
- Name of person dealing with the complaint
- Date of complaint and response date
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Lessons learnt

These will be compiled quarterly and shared with the Executive and Board of Trustees for review.

## **5. Compliments Procedure – How to make a compliment?**

Any verbal or written compliments will be recorded by the member of staff receiving the compliment and be passed to the appropriate manager for recording on the Compliments Register.

Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified within five working days. Feedback on compliments will be shared with employees, management and trustees at appropriate timings.