



Registered Charity no. 1182184

### **Complaint handling policy**

In the course of our work we recognise that we are dealing with vulnerable people and are at times party to difficult domestic situations.

As a result our volunteers are all trained and take the utmost care in dealing with those we encounter.

Should anyone we come in contact with have cause to complain then the following procedure will apply. This is in three stages

1. Any complaint should in the first instance be discussed with the volunteer involved in a particular instance
2. If this is not able to resolve the complaint then it should be taken further as below

For a complaint involving the Monday Club Café – the Café co-ordinator

For a complaint involving other group activity or home visits - the home visit coordinator.

3. Should the above fail to resolve the complaint it should then be taken further with the Chair of the Trustees. (Should the complaint involve the Chair of the Trustees then it should be taken up with the Secretary of the Charity)

Any decision on the complaint at stage three shall be treated as a final one.

*Last Reviewed: May 2025*