Rainbow Haven Service User Complaints Policy

1 Policy Information

Service User Complaints Policy	
Next review date	May 2027
Distribution	Service users and supporters
Other relevant policies	Code of Conduct, Data Protection and Procedures

2 Service User Complaints

A complaint may be generally defined as an expression of dissatisfaction, however made, about actions taken or a lack of action. The person making the complaint will likely expect redress. Where it is unclear whether a communication is a concern or a complaint, we will try to confirm with the person making the comment whether they would like to treat this as an official complaint. Complaints may relate to a service provided by Rainbow Haven, communications made by Rainbow haven or quality standards we uphold. This list is not exhaustive.

Rainbow Haven aims to provide its members and service users with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use by members and other users of our services, where informal communication has not resolved the problem.

3 This is What you Should Do If You have a Complaint

The complaint should be made either in person, or by telephone, letter or email to the Operations Manager who will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the Operations Manager or CEO, the complaint should be addressed to the Chair of Trustees (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

4 This is what Rainbow Haven Will Do

The Operations Manager will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant in writing and within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to

be justified, the Operations Manager will agree any necessary further action with the complainant. If the complaint is regarding the Operations Manager or CEO, then this process will be followed by the Chair of Trustees.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members, which will include at least one vice-chair.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Operations Manager will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. They will report to the Board on this at least annually.

If you have a complaint, contact:
Operations Manager
Email: kati@rainbowhaven.org.uk

How This Information Will be Stored
The full complaint process will be stored on your confidential file which will only be viewed by relevant colleagues who have permission to handle your confidential file.

In addition to this, once the complaint has been resolved, the nature of the complaint (with any confidential information redacted), the process that was taken to resolve it and all colleagues involved will be kept within our complaints file for ten years following the complaint. This information allows us to identify trends, and review and improve our services.