

Complaints Policy – August 2026 - **draft**

This policy is for individuals who have received support from Elmbridge CAN and are dissatisfied with any aspect of the service they have received. It sets out the process for raising, investigating, and resolving formal complaints. The organisation aims to handle all concerns promptly, fairly, and transparently, ensuring lessons are learned and improvements made where appropriate.

Any concerns that a child or adult at risk has been or may be harmed should be dealt with according to our Safeguarding Policy.

Allegations that a member of our staff or a volunteer may have acted in a way which has harmed or could harm a child or adult at risk may arise via a complaint but should also be dealt with in accordance with our Safeguarding Policy.

Allegations that ElmbridgeCAN has not handled your data correctly.

*If you are a **member of staff or volunteer who has concerns about (i) the way the charity has been or is being run** please see our Whistleblowing Policy or (ii) **another volunteer or member of staff** please see our Grievance Policy.*

Elmbridge CAN aims to provide a high quality service to the individuals we support. We believe that we achieve this, if you think that we are not getting it right please let us know.

In order to ensure our service remains at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with our organisation. We will ensure that complaints are:

- **Taken seriously** and handled sensitively
- **Acknowledged promptly**
- **Investigated impartially** by someone not directly involved

- **Resolved as quickly as possible**
- **Escalated appropriately** if the complainant is dissatisfied
- **Recorded accurately** for monitoring and learning

Elmbridge CAN will maintain a secure log of:

- Complaint details
- Stage and dates
- Actions taken
- Outcomes
- Any follow-up required

Logs will be reviewed periodically to identify learning and improve practice.

If you are not happy with Elmbridge CAN please tell us (Informal Complaint)

If you are unhappy with a staff member or volunteer representing Elmbridge CAN, sometimes it is best to tell that person directly. If you feel this is difficult or inappropriate, please contact the individual's manager or a Director. You can reach us either by post or by email, using the contact details at the top of this page.

Often we will be able to give you a response straight away. When the matter is more complicated, we will aim to provide you with an initial response within five working days.

All complaints will be handled in accordance with:

- UK Data Protection legislation
- The organisation's confidentiality policies

Information is shared only with those who need it to resolve the complaint.

Making a written complaint (Formal Complaint)

If you are not satisfied with our response, [please write to our Director jeannie.tweedie@elmbridgeCAN.org.UK](mailto:jeannie.tweedie@elmbridgeCAN.org.UK) and Deputy Director

florendia@elmbridgecan.org.uk. If your complaint is about the Director or Deputy, please write to the Deputy Director or the Chair of Trustees.

Your complaint must be in writing and must include:

- Name and contact details of the complainant
- Details of the complaint
- Any relevant evidence
- Desired resolution

All written complaints will be logged. You will receive a written acknowledgement within five working days.

In the event of data protection complaint, ECAN will acknowledge no later than 30 days of receipt; investigate proportionately without undue delay, keeping you updated (including if it's taking longer than expected); give you a clear written outcome and explain any action taken; You are also entitled to complain to the ICO.

The aim is to impartially review your complaint properly including gathering of evidence and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered. The outcome of the complaint will include:

- Findings
- Any actions taken
- Recommendations or next steps
- Information on how to escalate

If after we have responded you are still not satisfied, please write to the Chair of Trustees who will report the matter at the next meeting of Trustees, who will decide on any further steps to resolve the situation.

The organisation may restrict communication where behaviour becomes abusive, persistent, or disproportionate. This will be communicated in writing.

Finally, please also let us know if you are happy with Elmbridge CAN's services.

This policy is regularly reviewed and further periodically updated due to legislative or organisational changes.

Last updated August 2026