

I have a Heart for Chorley

POLICY:

Service User Involvement

Implemented:

Date of last review:

Date of next review:

December 2024

This Policy applies to all activity undertaken by Heart for Chorley in pursuing its purpose as a Registered Charity serving its beneficiaries, partners and the community.

Purpose

The purpose of this policy is to ensure that, if service quality does not reach at least the minimum standards expected by the Charity's stakeholders, or any individual incident occurs that anyone

inside or outside of the Charity deems to be unacceptable at any level of assessment, there is a procedure to follow to begin a process to report and rectify the issue.

Introduction

Heart for Chorley is committed to providing housing support, community-based assistance, and coaching services for vulnerable adults facing financial hardship, homelessness, addictions, domestic violence, criminality, and mental health issues. As a UK registered charity under the oversight of the Charity Commission, the Local Authority and our partners Green Pastures, we strive to maintain the highest standards in our operations.

We recognise that there may be occasions when individuals, stakeholders, or partners wish to make a complaint regarding our services, conduct, or any other aspect of our operations. This comprehensive complaints procedure outlines the steps to be taken to address and resolve such concerns in a fair, transparent, and timely manner

Scope

This complaints procedure applies to all individuals, including beneficiaries, volunteers, staff, partners, and stakeholders, who wish to lodge a complaint against Heart for Chorley. Complaints may relate to any aspect of the charity's work, including but not limited to service delivery, staff conduct, partnerships, or any other area of concern.

Making a Complaint

Complaints can be submitted through the following channels:

- In writing: Send a letter to Heart for Chorley, 178 Pall Mall, Chorley. PR7 2LD, detailing the nature of the complaint, the individuals involved, and any relevant supporting documents. The letter should be addressed to the Complaints Officer.
- Email: Send an email to info@heartforchorley.org with the word Complaint in the subject line, outlining the complaint, including relevant details and any supporting documentation.
- In person: Arrange a meeting with a staff member or the Complaints Officer to discuss the complaint in person. Appointments can be scheduled by contacting the charity's main office at the above address.

Complaints Officer

Heart for Chorley has designated a Complaints Officer who is responsible for managing the complaints process. The Complaints Officer is responsible for acknowledging receipt of the complaint, conducting an initial assessment, and overseeing the resolution process.

Complaints Officer:

Name: Bev Taylor

Contact: chair@heartforchorley.org

Acknowledgment

Upon receiving a complaint, the Complaints Officer will acknowledge receipt within five working days. The acknowledgment will include information on the expected timeline for resolving the complaint and details on the individual handling the case.

Initial Assessment

The Complaints Officer will conduct an initial assessment to determine the nature and severity of the complaint. This may involve gathering additional information from relevant parties and assessing the need for immediate action.

Investigation

If necessary, a thorough investigation will be conducted to gather relevant facts and evidence. This may involve interviews with involved parties, examination of records, and collaboration with partner agencies or the local Council if applicable.

Resolution

Once the investigation is complete, the Complaints Officer will propose a resolution. This may involve corrective actions, changes in policies or procedures, or any other measures deemed necessary to address the complaint effectively.

Response

The complainant will be provided with a written response within 20 working days of the acknowledgment. This response will include the findings of the investigation, the actions taken, and any steps the charity plans to implement to prevent a recurrence.

Escalation

If the complainant is dissatisfied with the resolution, they may escalate the matter by contacting the Local Authority in the first instance. If not satisfied with their response the next stage would be to escalate it to the Charity Commission. Details on how to escalate the complaint will be included in the response provided by Heart for Chorley.

Learning and Improvement

Heart for Chorley is committed to learning from complaints and continuously improving its services. The lessons learned from each complaint will be analysed, and appropriate changes will be implemented to prevent similar issues in the future.

Confidentiality

Heart for Chorley will treat all complaints with confidentiality to the extent allowed by law. However, in some cases, it may be necessary to share information with relevant parties to conduct a thorough investigation. Any complaints will also be brought to the attention of our partners, Green Pastures.

Review

This complaints procedure will be periodically reviewed and updated to ensure its effectiveness. Any changes will be communicated to staff, volunteers, and stakeholders.

This comprehensive complaints procedure is designed to ensure that concerns are addressed promptly, fairly, and transparently, reflecting Heart for Chorley's commitment to accountability and improvement.