

Complaints Policy

First approved by the Board of Trustees: 2 April 2019

Last updated: 2 April 2019

The Foundation aims to provide the best possible service to all with whom we engage. 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.

This is what you should do

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

This is what the Foundation will do

The CEO (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the CEO (or Chair) will agree any necessary further action with the complainant.

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.

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 CEO (or Chair) will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.



If you have a complaint, contact:
Chief Executive Officer
CareTech Foundation

Metropolitan House
3 Darkes Lane
Potters Bar
EN6 1AG

+44 01707 601 800
info@caretechfoundation.org.uk

Please also let us know if you are happy with the Foundation's services.