



Sample Complaints Procedure

Below is a simple template for a complaints procedure: depending on your organisation you may want to flesh it out further – please see the resources at the end for more information.

Please note: *This information is intended to offer assistance and provide information where appropriate and Community Southwark is not liable for action taken, or not taken, as a result of reading this guide.*

Name of organisation – Complaints Procedure

THE ORGANISATION aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with **THE ORGANISATION** please tell us

If you are unhappy about any **THE ORGANISATION'S** service, please speak to the relevant staff member, manager or Director.

If you are unhappy with an individual in **THE ORGANISATION** sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Director.

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

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director/Chief Executive. (If your complaint is about the Director/Chief Executive), please write to the Chair.)

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

The aim is to investigate your complaint properly 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.

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

Finally, please also let us know if you are happy with **THE ORGANISATION'S** services.

Resources

The following resources are useful in keeping your policies and procedures up-to-date:

- Code of Good Governance: [Developing a Complaints Procedure](#)
- Equality & Human Rights Commission: [Complaint Policy & Procedure](#)

Support

If you would like any support with policies and procedures or any other issues facing your organisation, please contact the Development Team at Community Southwark: development@communitysouthwark.org.uk or 020 7358 7020.