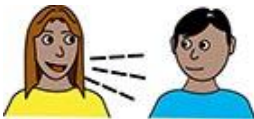


## Complaints Policy



Everyone has the right to express their views about the way The Ark Trust CIO (The Ark) operates and how well they are performing. If people are unhappy they can make a complaint.

Members of staff, including volunteers, should use the *Grievance Policy* to raise concerns and complaints.



We encourage people to raise a concern, a complaint, or to provide feedback on our service informally.



Providing information or correcting misunderstandings at this early stage may enable the issue to be successfully dealt with and resolved.



If the concern or complaint is not resolved to your satisfaction, then you should contact the Chief Executive / Associate Chief Executive in writing.



If your concern is about the personal conduct and behaviour of these individuals you need to contact the Chair of Trustees.



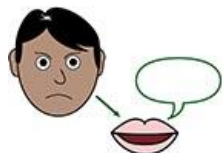
The Ark will let you know they have received the concern/complaint in writing (or in your preferred method of communication) within 5 working days.



A working day is Monday to Friday (but not Bank Holidays).



The Ark will investigate your concern/complaint and will let you know the outcome within 15 working days. Occasionally more time might be needed and, where possible, this will be agreed with you.



If you are not happy with the outcome you will be able to appeal. This will usually be to the Chair of Trustees apart from:

- Concerns/complaints about the Chief Executive/Associate Chief Executive. These will be reviewed by a trustee who was not involved in the original investigation
- Safeguarding. You can contact Bracknell Forest Safeguarding Team on 01344 352000 or visit [www.bracknell-forest.gov.uk/safeguarding](http://www.bracknell-forest.gov.uk/safeguarding)



Once the appeal process has been completed the concern/complaint will be closed.

**Policy Review Date:** April 2021