



Registered Charity 1185578

Complaints Policy

Aim and scope of Policy

This Policy details the process that Friends of Histon & Impington Community (aka HI Friends) shall follow when dealing with complaints from service users.

It is the aim of HI Friends to offer services to improve the quality of life for the community and thus it is our goal that every Complainant should feel their complaints have been heard and been through a thorough review process .

Roles & Responsibilities

1. Single Point of Contact is the Chair of Trustees of the Charity who
 - a) must be informed of all communications to and from the Complainant within a relevant timescale.
 - b) may delegate direct communication with the Complainant as appropriate to a Liaison
 - c) is responsible for gathering all records of the Complaint and ensuring the Complaint Handling Process is followed through to resolution.
2. Liaison
 - a) nominated by the Chairman after initial discussion
 - b) responsible for communicating with the Complainant.

The Process

1. All concerns that arise due to the operation of services provided by HI Friends (hereafter referred to as 'the Complaint') should be notified in writing to HI Friends Single Point of Contact. Either directly by the third party Complainant or by the member of HI Friends first contacted by the third party.
2. A full written summary of the Complaint must be provided to record the date, time, Complainant's contact information, nature of the incident, all parties involved, all witnesses, and any consequences known at the time. (This does not exclude additional information being provided subsequently.)
3. An acknowledgement of receipt of the Complaint should be made via the Liaison within 5 Working Days.
4. HI Friends undertakes to assess the Complaint by discussion with at least 3 of its Trustees. Where necessary, additional contact may be made with the Complainant for further information.
5. Once an assessment has been made, a clear, concise response to the Complainant shall be issued. HI Friends will strive to make this response within 21 days of the complaint being received. This shall outline any acknowledgement of cause and any intended actions by HI Friends. Note that, as a charity, it is not reasonable to offer remuneration as compensation for poor service or personal discomfort. If property is damaged or personal injury is claimed, this shall be handled through our insurers.
6. Where the conclusion is that HI Friends has offered a reasonable service, evidence will be offered. In the event the Complainant is unable to accept these findings, or is unhappy with any actions taken/planned, it would be preferable for this to be documented and reported back to HI Friends so that other avenues may be pursued (e.g. a face to face meeting with an independent mediator).

This Policy was agreed by Charity Trustees on 16th July 2025