

COMPLAINTS POLICY

Exeter Dispensary Charity (Exeter Dispensary)

Introduction

Exeter Dispensary is committed to upholding the principles of transparency and accountability as being at the core of good governance. Within this context, ensuring that stakeholders can hold the organisation to account through an effective process for recording and responding to complaints is essential.

If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who:

- Is receiving any form of service from Exeter Dispensary
- Is concerned about a particular fundraising approach
- Is concerned about a lack of action regarding a request made to Exeter Dispensary
- Concern about the behaviour of Exeter Dispensary Trustees/ Volunteers

How to complain

Exeter Dispensary would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance speak to the member of Volunteer who is working with you. If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

Mr Angus McNicol- Chair
2 Wessex Close
Topsham
Exeter
EX3 0LU
Email : secretary@exeterdispensary.org.uk

What Happens Next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

Does this always happen?

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a Volunteer, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can.

Is there any appeal from the decision?

Yes. If you are unhappy with the decision of the Chair, you may notify us accordingly that you wish to take it further; in which case an Appeals Committee of two other Trustees, who have not been previously been involved in your complaint, will be formed to review the complaint.

Can you take your complaint elsewhere?

No the outcome of the formal/appeals procedure is final.

Signed.....

Chair of Trustees
19 March 2024