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**Complaints Policy**

Shropshire Supports Refugees aims to provide the highest quality service for staff, individuals, children, families, partners and supporters. We welcome an opportunity to respond to complaints.  The charity takes all complaints seriously as they provide an opportunity to improve and maintain the high standards we aim to achieve.

Policy Statement

Shropshire Supports Refugees aims to:

* provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
* publicise the existence of our procedure so that people know how to contact us to make a complaint. Is this on the website??
* ensure that everyone at Shropshire Supports Refugees knows what to do if a complaint is received. Does this mean staff? Is this for staff or users?
* ensure that all complaints are investigated fairly and in a timely way.
* ensure that complaints are, wherever possible, resolved and that relationships are repaired.
* gather information which helps us to improve what we do.

Procedure

Shropshire Supports Refugees welcomes informal feedback at any time, and we listen to comments through all of those means, (what means??) both those that are complementary and supportive of the service provided, as well as those that are asking for changes to the way that services are delivered. If you want to lodge a specific complaint more formally about aspects of Shropshire Supports Refugees services, individual staff or volunteers, you can in the first instance contact the CEO, Amanda Jones directly. This statement should form part of the process for complaining but it is sort of repeated below?

Phone number: 07983445044

Email: [amanda.jones@shropshiresupportsrefugee.co.uk](mailto:amanda.jones@shropshiresupportsrefugee.co.uk)

If the complaint is about the CEO, or if you would prefer to take it straight to the board of trustees, you can contact SSR Chair, Heather Thomas. This should read, complaints about the CEO that cannot be resolved by speaking to her, should be directed to the appropriate trustee with responsibility for the specific complaint. But this would be better written as party of the process.

trustees@shropshiresupportsrefugees.co.uk

you can do so by writing to the Chair of Trustees.

Heather Thomas C/O Shropshire Supports Refugees

3-5 Mardol Gardens

Shrewsbury

SY1 1PR

You should share your concerns or register a complaint when you are dissatisfied with any aspect of Shropshire Supports Refugees services or activities. Complaints or suggestions can be received verbally, by phone, by email or in writing. You can make your complaint using your preferred method and format of communication. Shropshire Supports Refugees can arrange appropriate support to ensure equal access to this procedure for all. This is a bit confused because dissatisfaction is not the same as a formal complaint and this policy should only deal with the process for making a formal complaint.

Wherever possible, Shropshire Supports Refugees will respect your confidentiality and keep your complaint confidential. Any information about the complaint will usually only be shared with those who need to know to help resolve it.

There may however be occasions when Shropshire Supports Refugees cannot provide absolute confidentiality. This may for example arise in circumstances where a child or vulnerable adult may be at risk of harm. In these circumstances Shropshire Supports Refugees safeguarding procedures will take precedence over this procedure and any relevant information will be shared with others concerned in the safety and welfare of service users.

This policy is reviewed regularly and updated as required.

This policy is not really fit for purpose (sorry) because it doesn’t detail who it is for (it talks about staff too) and it doesn’t detail the process with timings for dealing with complaints.

Signed: Amanda Jones

Position: CEO

Date of review: May 2024