

Complaints Policy

This is a non-contractual policy

Created: March 2023
Review date: March 2025
Approved by CEO & Board Trustees

Introduction

The Matthew Project aims to provide high quality services for anyone who needs them. One of the ways in which we can continue to improve our service is by listening and responding to the views of our service users and stakeholders, and in particular by responding positively to complaints and by putting mistakes right.

As part of our complaints procedure, we will:

- Treat complaints seriously and deal with them properly
- Resolve complaints promptly and informally whenever possible
- Learn from complaints and take action to improve our service
- Ensure that complaints are treated in confidence.

Raising your concern informally

If you are dissatisfied with a service, programme, action or decision that we make then raise this with a staff member in the first instance. Most concerns can be resolved quickly in this way.

If this is face to face or by phone then we will try to resolve the issue there and then. If you complain by email or in writing we will do everything we can to resolve it within 10 days. If this is not possible, we will explain why and give a new deadline.

Raising your concern formally

If you are not happy with our response, then you can make your complaint official by getting back in touch with us. You can do this by phone: 01603 626123 or email hr@matthewproject.org or writing to 70-80 Oak Street, Norwich, NR3 3AQ.

The CEO will review the complaint and investigate the matter.

The CEO will communicate in writing to both the complainant and the person against whom the complaint was made within 10 working days of the date of receipt of the complaint, detailing the outcome of the enquiry, any decisions made and how to appeal against the decision.

The CEO may delegate their authority to deal with a complaint to another member of the management team.

Appeal Stage

If unsatisfied with the response, either party may appeal against the findings of the panel by writing to the Chair of Trustees within 10 working days of receiving the written findings. The Chair of Trustees will review the complaint and reply in writing with their decision within 10 working days.

The decision of the Chair of Trustees is final. If this time frame is not possible, we will explain why and give a new deadline.

Confidentiality

All those involved in the complaints procedure will act in such a manner that does not breach confidentiality or prejudice or influence the investigation.