



## **AUCHTERARDER & HARROGATE**

### **Complaints Policy**

The Police Treatment Centres view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint, in order to build and maintain effective relationships with our donors, supporters and other stakeholders.

Our policy is:

- to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- to publicise the existence of our complaints policy and procedure so that people know how to contact us to make a complaint;
- to make sure everyone at The Police Treatment Centres know what to do if a complaint is received;
- to make sure all complaints are investigated fairly and in a timely way;
- to make sure that complaints are, wherever possible, resolved and that relationships are repaired; and
- to gather information which helps us to improve what we do.

#### **Definition of a complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Charity; with the conduct or behaviour of a Trustee or Charity employee; relating to the Charity's business or service provision and requiring a formal response.

#### **Where complaints come from**

Complaints may come from donors, potential donors, potential supporters, existing supporters, contractors, patients, neighbours or indeed any person or organisation who has a legitimate interest in The Police Treatment Centres. A complaint can be received verbally, by phone, by email or in writing.

#### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## **Responsibility**

Overall responsibility for this policy and its implementation lies with the Chief Executive Officer (CEO) who should act in accord with the policy and who should, in accord with the delegate authority, refer appropriate matters to the Trustees of the Finance and Human Resources Committee and Board of Trustee.

## **Fundraising**

We aim to set the highest standards for our fundraising activity. However, there may be times when our fundraising falls short of these and when this happens, we would like to know so we can address these as quickly as possible to put things right and make necessary improvements. We take any complaint very seriously and promise to investigate these thoroughly.

The Police Treatment Centres is registered with the Fundraising Regulator and our fundraising team is committed to following the Code of Fundraising Practice.

If you have feedback on any of our fundraising activity, we encourage you to send your comments to the Head of Donor Recruitment and Charity Engagement (HDRCE) together with the details of the activity, within 14 days. It would help if you are able to send any materials to support your complaint.

Concerns or complaints regarding our fundraising activity can be addressed to:

[fundraising@thepolicetreatmentcentres.org](mailto:fundraising@thepolicetreatmentcentres.org)

Or telephone 01423 504448 and ask for Head of Donor Recruitment and Charity Engagement.

The HDRCE will aim to address your concerns immediately. If they are unable to do so, they will follow the complaints procedure as detailed below.

### **If you wish to make a complaint**

All complaints in relation to the Charity should be directed, in the first instance, to the relevant departmental manager. If you are unsure which department or member of staff to address your complaint to, please address it to the CEO. If your complaint concerns a member of the Senior Management Team or Trustee, it should be addressed to the CEO.

You can find our contact details here:

<https://www.thepolicetreatmentcentres.org/contact/travelling-to-centres>

## **Resolving Complaints**

## Stage 1

Our aim is to acknowledge any complaint within five working days of the complaint being received.

If we cannot resolve your complaint / concern immediately, then we will investigate your complaint and issue you with a further response/outcome within fifteen working days of receiving your initial complaint.

## Stage 2

If you are not satisfied with the initial response to the complaint, then please detail in writing to the CEO why you are dissatisfied with the response and request the response be reviewed. The CEO will aim to acknowledge your complaint within five working days and a further response issued within fifteen working days.

## Stage 3

If you are not satisfied with the subsequent reply from the CEO, then you have the option of writing to the Chair of the Board of Trustees, stating the reason why are dissatisfied with the outcome. You must do this formally in writing within ten working days of receiving the written response from the CEO. The Chair of the Board of Trustees (or their nominee) will normally respond within ten working days to inform you of the action which will be taken to investigate your complaint and when you can expect to hear the outcome of the investigation. The Chair's decision will be final.

If you are still dissatisfied with the response you have received, then we will advise you to take up your complaint with one of the following external regulatory bodies:

- The Charity Commission (England & Wales)
- The Scottish Charity Regulator
- The Fundraising Regulator (England & Wales)
- Scottish Fundraising Standards Panel
- Information Commissioners Office (ICO) for breaches of Data Protection
- Clinical Care Commission
- Chartered Society of Physiotherapy

## Terms and Conditions

Any goods or property held by the Police Treatment Centres following a lease period, will be subject to a storage charge. This charge will come into force 3 months after the request to pick up the goods. The charge will be £10 per week together with an administration charge.