**Complaints Procedure**

**1. Statement of Intent**

Slough Happiness Collective (SHC) is committed to providing its ‘users’ i.e. members, volunteers, collaborators, participants and attendees with good service.

SHC aims to provide a quality service and looks to continuously improve service provision. However, we recognise that from time to time there may be occasions when the quality or level of service provided falls short of what users could reasonably expect.

If any user is unhappy about the service received SHC want to hear about it. Without feedback we cannot improve.

SHC will maintain a complaints log and all serious complaints will be entered into the log. Volunteers will make users aware of the opportunity to raise a formal complaint if it seems appropriate.

This enables SHC to demonstrate internally and externally that complaints are acknowledged; are dealt with effectively and issues are understood and resolved.

**2. Complaint Procedure**

If there is a complaint:

The complaint can be made in person, by telephone, email or, in writing to the Chairperson at:

SHC Chairperson,

Slough Happiness Collective

95 Ragstone Road,

Slough, SL1 2PR

01753-530768

happyslough@gmail.com

The Chairperson will log the complaint and acknowledge the complaint in writing within 7 days of receipt. A copy of the letter of acknowledgement will be sent to the Secretary of the Trustees of SHC.

* The Chairperson will undertake to investigate all complaints. Should a complaint be made about the Chairperson, another Trustee will be asked to investigate the complaint.
* The Chairperson will communicate the results of the investigation to the complainant within 21 days. A copy will be sent to the Secretary of SHC Trustees. If the results are delayed after 21 days, notification will be given as to the cause of the delay and the estimated time needed to complete the investigation.
* In the event that the complaint is made about the Chairperson, the response will be communicated from another Trustee.
* The complainant will have the opportunity to correct the complaint if it has not been understood.
* If the complaint is about another user (SHC Member, Volunteer, Participant, Collaborator, Attendee) that person will be heard as well.
* Where appropriate, SHC will make a written apology to the complainant, as well as taking whatever other action the case reasonably requires. SHC will do everything possible to put things right and will review procedures where necessary to stop problems happening again.
* If the complainant is not satisfied with the outcome they will have the right to put the complaint personally to the Trustees.
* The Trustees will be regularly informed by the Chairman of the numbers and nature of complaints and the outcomes.

SHC value all feedback and would also like to hear about what service users think SHC do well and where we can improve.

**Policy Review**

This policy will be reviewed regularly to reflect best practice in response to changes in relevant legislation or an identified failing in the policy’s effectiveness.

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