



## Complaints Handling Policy/Procedure

### Our complaints policy

The Ripple Pond staff and Trustees are committed to ensuring that we enable a high-quality peer support network for our beneficiaries. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We aim to resolve complaints quickly, fairly and effectively. If you are unable to resolve the issue informally and you wish to make a formal complaint, you should write to us setting out the details of your complaint.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within four working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Director and one of our Trustees, who will review your complaint and investigate the circumstances.
3. The Director or Trustee will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the Director or Trustee will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, the Director or Trustee will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for The Chairman of Trustees to review the decision made previously.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact:

Charity Commission England & Wales, or Scottish Charity Regulator  
Drummond Gate, 9 Riverside Drive  
London Dundee

[www.gov.uk/complain-about-charity](http://www.gov.uk/complain-about-charity)