



*Last reviewed and approved by trustees: September 2024*  
*Safeguarding Lead Angela Linton*

## Fusion comments and complaints policy

Fusion Family and Youth Projects aims to provide a standard of service that is acceptable to all. Fusion Family and Youth Projects hopes to achieve this by working in a manner dictated by our policies which endeavour to benefit our service users and volunteers.

However, we recognise that from time to time issues may arise and that it is important to have established processes for receiving, considering and responding to such instances. This document sets out the process by which we aim to address volunteer and service user comments and complaints.

### **Comments and Informal Complaints**

If someone thinks that Fusion Family and Youth Projects is failing to provide a safe and inclusive service, or has comments on how the organisation can improve, it is important that there is a way for them to tell Fusion Family and Youth Projects. This enables Fusion Family and Youth Projects not only to deal with a specific problem or suggestion, but, if it is a valid complaint, to avoid it happening again, and to improve the service offered.

Any service user, volunteer, other organisation or member of the public can make comments or a complaint verbally in person, on the phone, by e-mail or by letter. Contact details for these different methods of contact can be found on Fusion Family and Youth Projects website.

This process is for an individual who may wish to draw a matter to the attention of Fusion Family and Youth Projects but will not want to formally or officially register it. The matter will be looked into and remedial action taken if necessary. A response will be sent to the individual who submitted the comment or complaint at the earliest possible opportunity and within a month if the necessary, contact details were submitted with the comment or informal complaint.

If the complaint is resolved successfully at this stage it is an end to the matter. If it is not resolved to the complainant's satisfaction, however, then it can be escalated to become a formal complaint.

### **Formal Complaints**

Sometimes a person will state clearly that they wish to make a formal or official complaint and other times it will be appropriate to suggest to the person that they make an official complaint. This is now an official complaint .

The final decision as to whether to lodge an official complaint should rest with the complainant.

Formal complaints should be made in writing to Fusion Coordinator , or to the Chair of Trustees if the complaint relates to Fusion Coordinator and the individual does not wish the grievance to be heard by them. Contact details can be found on Fusion Family and Youth Projects website.

Where possible, complainants should use the Complaints Form (Appendix A). If someone makes a complaint by means other than the form, then it will be attached to a Complaints Form and missing details will be obtained by the person receiving the complaint to complete the form. A formal complaint is therefore a complaint that is made using the Complaints Form (Appendix A) and which thus receives a written reply.

Fusion Coordinator (or the Chair) shall provide an opportunity for any person directly involved in the subject of the complaint, to express their views about the matter without obligation to do so in the presence of the complainant.

Fusion Coordinator (or the Chair) will interview the complainant at a time convenient to the complainant. This interview can be attended by a friend or advocate.

Fusion Coordinator (or the Chair) will be expected to provide a reply to the complainant, in writing, within 14 days of the formal complaint being raised, whenever reasonably practicable.

### **Appealing a Formal Complaint**

When an individual feels that a formal complaint has not been satisfactorily resolved after a written decision from Fusion Coordinator (or Chair), they may appeal in writing to the Chair within 14 days of the receipt of the decision.

The appeal will normally be heard by a panel of at least three trustees within 14 days of receipt of the individual's written notice of appeal. At the appeal the individual will be entitled to present the complaint to the panel of trustees. The panel of trustees shall, at their discretion, also take evidence from all parties directly involved in the subject of the complaint.

The panel of trustees will consider the matter and the Chair will announce the final decision within 14 days of the appeal being heard.

### **Exclusions**

Formal complaints about a matter over which Fusion Family and Youth Projects has no control will not be examined using the above procedure. However, wherever practical, Fusion Coordinator will respond in writing to the complainant to outline this position.

#### **APPENDIX A - Formal Complaints Form**

We request that you make your complaint on this form to speed up the process. If you cannot put your complaint in writing, a worker will assist you, using interpreters etc. where appropriate.

<b>Name:</b>	
<b>Address:</b>	
<b>Telephone No:</b>	<b>Daytime:</b> <b>Evening:</b>
<b>Preferred method of contact:</b>	
<b>Time and date of the issue that caused you to make a complaint:</b>	
<b>Name of any staff or volunteers involved in incident:</b>	
<b>Name of any staff or volunteers you have tried to resolve the complaint with so far:</b>	
<b>Please write the details of your complaint here, continuing on separate securely attached sheets if necessary:</b>	

<b>Signature:</b>	
<b>Date:</b>	