Shore Complaints Policy

Introduction

Shore is run by the Lucy Faithfull Foundation (LFF). At LFF we are committed to making sure that all our services are fair and respectful. We always welcome any feedback from you on how we are doing. What you tell us is used to improve our work with young people. Hearing your voice is really important to us.

We are registered with all of the appropriate governing bodies (including the Information Commissioners Office (ICO)) to make sure we are open and transparent as an organisation.

What is a complaints policy?

A complaints policy explains how you can let us know if you aren't happy with any of our services. This could include the way we have worked with you.

What is a complaint?

A complaint is different to sharing feedback. If you are unhappy with a service you have received, you can let us know about this. Some examples of complaints could be:

- I'm unhappy with how I was spoken to
- I waited too long for a service

At LFF we take all complaints very seriously. We have policies in place that make sure everyone is treated equally and fairly and no one is discriminated against.

How do I make a complaint?

If you are unhappy with the service you have had, you can make a complaint by:

Emailing us: complaints@lucyfaithfull.org.uk

Phoning us: 01527 591 922

In your complaint, please try and give us as much information as you can. This can include what you are concerned about, when it happened, who and what service was involved and what you would like to happen next. Please also share your contact details so we can let you know the outcome.

If you wish you can remain anonymous and still send the complaint to us. Just please keep in mind that we may not be able to respond to you directly, but we will take your complaint on board to learn for the future.

What happens after I've sent my complaint?

There are a few stages that will take place:

- **Acceptance:** We will let you know we've received your complaint within 5 working days (Monday-Friday). If you have not provided your contact details we will not be able to let you know.
- **Investigation:** your complaint will be passed to one of our managers to look into it in a fair and reasonable manner. They will look at your whole complaint to understand the points you have raised and respond as appropriately as they can.
- **Outcome**: We aim to have a result to your complaint within 15 working days (Monday-Friday).
- **Support:** During this time, you are more than welcome to contact us again for an update on your complaint or any more support you may need from us.
- **Confidentiality:** Your complaint will be handled with absolute confidentiality, and information within it is only shared within LFF as necessary.
- **Learning:** Your complaint is used to improve our services helping other young people. Your voice is important to us, and any learning will be shared with our staff.

What happens if I'm not happy with the outcome of my complaint?
If you are not happy with the outcome of your complaint, there are two further options that are available to you:

- **Internal review:** if you ask for a review, your complaint will be passed to a different manager within LFF who was not involved in the first investigation. We will let you know when your complaint is being reviewed within 5 working days (Monday-Friday). We aim to give you an update within 15 working days (Monday-Friday). If your complaint is more complicated, we will keep you informed on progress and give you an expected date for our full response.

- **External referral:** If you are still not happy with our response, you can report your concern to the Charity Commission for England and Wales that can be found here. LFF is a charity which is regulated by the commission.

Other ways to contact us/make a complaint
LFF is committed to making sure that everyone can share their thoughts and feelings with us. If contacting us by email or phone is difficult for you, please contact us in any way that is easiest for you.

How long do you keep my complaint?
We keep a secure record of all complaints for two years. This makes sure we can track outcomes and learn from any themes in complaints we receive.

Anything else?
If you have any other comments or just want to say hello or thanks, we would love to hear from you! Check out our Have Your Say page.