



COMPLAINTS POLICY

Purpose of this policy

Reach aims to provide high quality services, which meet the needs of our beneficiaries (children and young people with upper limb differences and their families). We believe we achieve this most of the time, however welcome all feedback to help Reach continuously improve. Whether you are happy with Reach's services or if you think we are not getting it right, please let us know.

To ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with Reach, please tell us

If you are unhappy with an individual in Reach sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, or you feel there is a wider issue, then you can contact/speak to the Operations Lead email: sarah-janel@reach.org.uk T: 07932 747 652 or contact a member of the [Board of Trustees](#) via email: reach@reach.org.uk

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Operations Lead. If your complaint is about the Operations Lead, please write to the Chair email: chrisc@reach.org.uk

All written complaints will be logged. We will aim to provide a written acknowledgement within five working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Policy agreed: July 2021

Last updated: June 2024

Next review due: 22-June-24