

Wheelhouse Square Flats

Complaints Policy

1. The intention of this Policy is to ensure that the complaints process used by the Trustees of Wheelhouse Square Flats (the Charity) is flexible and responsive to the needs of individual complaints. The Policy seeks to ensure that:

- residents who complain are listened to and treated with courtesy and empathy;
- residents will never be disadvantaged as a result of making a complaint;
- complaints are investigated promptly, thoroughly, honestly and openly;
- apologies are given as appropriate; and
- complaints handling will comply with confidentiality and data protection policies.

2. Complaints may be made by residents, their carers and families or a representative of a resident.

3. The Trustees of the Charity will not be able to deal with an issue through the complaints process if:

- the complaint relates to a legal matter that is already being dealt with by a legal advisor; or
- the complainant is anonymous unless there is sufficient documentary evidence to substantiate the complaint.

4. Residents are encouraged to raise minor complaints informally with either the Warden or a Trustee of the Charity in the first instance, preferably verbally, as this can lead to a better understanding and very often to a quick resolution of the issue.

5. If the complaint cannot be solved quickly or if the complaint is more serious, it should be made in writing. A written complaint should include sufficient detail to enable the Trustees of the Charity to investigate.

6. Complaints should be addressed to the Secretary c/o The Warden's Office, Wheelhouse Square, Dean Road, Scarborough YO12 7SP in the first instance, who will acknowledge receipt of a written complaint within 7 days. This acknowledgement will indicate the proposed course of action in dealing with the complaint and the anticipated timescale. The Secretary will usually nominate a Trustee of the Charity to investigate the complaint who will seek to resolve the complaint as quickly as possible and will provide the complainant with a written report on the outcome of their investigation and the action, if any, to be taken to resolve the complaint.

7. If the complainant is not satisfied with the outcome of their complaint they have 14 days to submit a written appeal including an explanation of why they are dissatisfied with the outcome of their complaint to the Chair of Trustees c/o The Warden's Office, Dean Road, Scarborough YO12 7SP who will convene a special meeting of the Trustees of the Charity

excluding the Trustee who originally dealt with the complaint within 21 days of the appeal being submitted.

8. The Chair of the Trustees will respond in writing to the complainant within 7 days of the date of the special meeting advising of the action, if any, to be taken to resolve the complaint.

9. The decision of the special meeting of the Trustees will be final.

10. If a complaint is in the opinion of the Trustees pursued unreasonably or where the complainant is a resident their actions or behaviours are deemed to be unreasonable the Trustees reserve the right to close the complaint.

11. A complainant who is a resident and who displays threatening or abusive behaviour or language (whether verbal or written) that causes the Warden or a Trustee to feel threatened abused and/or continues to contact the Warden or any of the Trustees with unreasonable demands during or following a complaint investigation may have their appointment to occupy their accommodation set aside.

12. In cases where the Trustees consider a complaint is being pursued unreasonably or overly persistent and decide to bring the complaint to an end they will inform the complainant of their decision and the reasons for their decision.

