WHEELHOUSE SQUARE FLATS

COMPLAINTS POLICY AND PROCEDURE

1. The intention of this Policy is to ensure that that the complaints procedure used by the Board of 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 the Charity's Data Protection Policy which is available on the Charity's website: wheelhouse-almshouse.org.uk.

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

3 The Board of Trustees will not be able to deal with a complaint through the Complaints Policy 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 member of the Board of Trustees 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 resolved quickly or if the complaint is more serious it should be made in writing. A written complaint should include sufficient detail to enable the Board of Trustees to investigate.

6. Complaints should be addressed to the Secretary to the Board of Trustees c/o The Warden's Office, Wheelhouse Square, Dean Road, Scarborough YO12 7SP 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 nominate a member of the Board of Trustees 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 the Board 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 received.

8. The Chair of the Board of Board of 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 Board of Trustees will be final.

10. If a complaint is in the opinion of the Board of Trustees pursued unreasonably or where the complainant's actions or behaviours are deemed to be unreasonable the Board of Trustees reserves the right to close the complaint.

11. A resident complainant who displays threatening or abusive behaviour or language (whether verbal or written) that causes the Warden or a member of the Board of Trustees to feel threatened or abused and/or continues to contact the Warden or any member of the Board of 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 Trustee or the Board of Trustees as the case maybe consider a complaint is being pursued unreasonably or overly persistent and decide to bring the complaint to a close they will inform the complainant of their decision and the reasons for their decision.