



## **Yellow Door Complaints Policy**

### **Purpose of this Policy**

This policy demonstrates Yellow Door's commitment to:

- Ensuring feedback can be easily shared with Yellow Door.
- Handling feedback sensitively, fairly and with due diligence.
- Ensuring Yellow Door staff, volunteers and trustees understand their responsibilities in managing concerns and complaints.
- Learning from feedback to continually improve and develop Yellow Door services.

Yellow Door is committed to maintaining excellent levels of communication and delivering high quality services. Where there is reason to believe our conduct has not met these standards, we want to be able to resolve any issues in a timely way and learn from what has happened so we can improve.

### **What is a concern?**

A concern can be easily and/or quickly addressed and where the person raising the concern does not want a formal process or response. We aim for the Service Manager to investigate and resolve the concern to the complainant's satisfaction within 7 working days. This process should be explained to the complainant and they should be given the choice between (i) the issue remaining at concern level with a plan for early resolution or (ii) for their concern to be treated as a complaint.

### **What is a complaint?**

A complaint can be defined as a communication of dissatisfaction, grievance or perceived injustice. A complaint will normally require a longer period of time to ensure full investigation and the complainant will also normally indicate that they wish for a formal process and response. We will aim to acknowledge the complaint within 7 days of receiving it and communicate the outcome of investigation in writing within 28 days.

It may be the case that we receive correspondence that in our view does not fall under our definition of a complaint or does not raise any issue that calls for in depth investigation. This may apply in the following situation, but this list is not exhaustive:

- Objections to decisions we have taken in line with our service or referral criteria
- Anonymous complaints, malicious, repetitive or vexatious claims such as harassment of workers
- Repeated submissions of a complaint when a response has already been provided
- Requests for information under Data Subject Access Requests that does not meet the qualifying criteria for sharing information under the UK General Data Protection Regulation
- Concerns raised by workers which are dealt with under the Yellow Door Duty to Act (Whistle Blowing Policy)

### **How to make a complaint**

If you are unhappy about a service that you have received, it is usually best to speak to the person who is providing the service ideally in person or by telephone: 02380 636312 or to the worker's Yellow Door email address.



If the matter is not resolved or you feel it is more serious, please contact our Duty Manager by telephone: 02380 636312 or via email: [feedback@yellowdoor.org.uk](mailto:feedback@yellowdoor.org.uk)

The relevant Service Manager will contact you in the first instance to establish your concerns, agree how we will communicate with you and the next steps in the process.

We will aim to email you confirming the details of the complaint and the timeframes we will respond to you.

### **Timescales**

We will aim to acknowledge your complaint within 7 days of receiving it and contact you with the outcome of complaint investigation within 28 days.

### **What you can expect from us when handling a complaint**

We aim to deal with complaints promptly and sensitively, and be courteous and helpful. All complaints received will be dealt with confidentially and in accordance with the requirements of the UK General Data Protection Regulation. We will keep full and accurate records of all complaints we receive so that we can monitor the types of problems reported to us, the best way to resolve them and what we can do to prevent further issues. This helps us to take a closer look at how we can improve our services.

If you make a complaint, we will investigate it thoroughly and impartially, without discrimination or prejudice. We aim to resolve matters as promptly as we can, but if a complaint gives rise to serious issues, we may need to take extra time in order to investigate it fully and properly so that, wherever we can, we resolve the issue first time and make relevant improvements.

We will ensure that all decisions we make are proportionate, appropriate and fair given the circumstances of each individual complaint.

### **Stage one**

If you have supplied your contact details, we will send an acknowledgment of your complaint within 7 working days. We will aim to respond as soon as possible, and in any event within 28 working days. We may need to contact you to ask for more information or clarity before making a final response.

Where we identify mistakes in our approach we will acknowledge those mistakes, set out details of remedial steps or changes we think are appropriate in the circumstances, and explain what we will do to prevent the problem from reoccurring. We may also indicate your right to request a review of your complaint if you are not satisfied with our response.

### **Stage two**

We expect most complaints to be resolved at stage one. However, if you consider the response you have received is not fair or appropriate, you may contact us to request a review of your complaint by the Chief Executive Officer. You should do this within 14 working days of receiving a stage one response.

We will acknowledge your request to review the complaint within 7 working days of receipt. Again, we may need to contact you to ask for more information or clarity before making a final decision. We will aim to respond within 28 working days of receipt.



### Extending time limits

We aim to complete all complaints within the timescales above; however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case, we will keep the complainant informed of progress with the investigation, the reasons for the delay, and the new deadline.

Please note the Yellow Door Board of Trustees is informed of all complaints received and the subsequent learning at each quarterly meeting as part of their governance responsibilities and commitment to quality standards.

For office use only

Stage	Date	Staff member	Comments
Draft	18 Dec 2023	NK	New version created
Edited	Jan 2024	CG	
Edited	Jan 2024	RE	
Edited	Jan 2024	TS	
Edited			
Edited			
Approved by SMT	Jan 2024	SMT	
Signed off by Board	March 2024	Full Board	
Review date	March 2026	NK	