

- **Reviewed: July 2025. Next review July 2027**
- **Amended: November 2025 to include reference to Code of Fundraising Practice.**

1. Our Commitment

At Resolve, we are committed to providing the highest quality service and ensuring that everyone is treated with respect, dignity and fairness. We recognise the right to express dissatisfaction and we take all complaints seriously. Complaints provide us with an opportunity to learn and improve our services.

We encourage all concerns to be raised as soon as possible and within 3 months of an incident.

2. Making a Complaint

This procedure is for Service Users or Ex Service Users. Members of the public, staff or volunteers should follow separate procedures outlined at the end of this document.

Service Users or Ex Service Users may bring a complaint about any aspect of our work including behaviour, staff conduct, quality of service etc however we cannot accept responsibility for areas out of our control, for example another organisation's work.

We can only investigate complaints from named individuals.

A family/carer/advocate of a service user can make a complaint on behalf of a Service Users, but it is preferable for the Service User to make the complaint directly.

Stage 1: Informal Stage

If you are unhappy with any aspect of our services, or your experience with another service user, an informal discussion with your Key Worker or Restart Navigator can often resolve matters.

Stage 2: Formal Stage

If you feel that your issue has not been resolved informally, or it is more serious:

- Raise the issue with the Service Manager.
- If the complaint involves the Service Manager or CEO then it will be escalated to the CEO or Trustee as appropriate.

Formal complaints should be made in writing and should include the following:

- Your name and contact information

- Name of the person / people impacted
 - Name of the person / people being complained about
 - When and where the issue occurred
 - The nature of the complaint
 - The desired outcome of the complaint
-

2. What Happens Next

- **Acknowledgement:** We will usually acknowledge receipt of your complaint within five working days.
 - **Investigation:** An appropriate member of staff will investigate your complaint fairly, proportionately and without bias.
 - **Response:** We will make every effort to investigate your complaint and respond within ten working days. A written summary of the findings and outcomes will be provided.
-

3. Appeals Process

If you are not satisfied with the response:

- Submit an appeal in writing within 5 working days of receiving the response.
 - The appeal will be reviewed by a senior manager or Trustee.
 - A final written response will be usually issued within 10 working days.
-

4. Additional Information

- In line with the Code of Fundraising Practice, this is a clear and publicly available fundraising complaints procedure which Resolve fundraising staff can explain to existing or potential donors, as per the immediate paragraph below:
- Members of the public should send complaints to either the Chief Executive Officer or the Chair using the contact details below. We will try to respond to your complaint within five working days.
- **In addition:**
- Resolve Staff Members or Volunteers should raise concerns via the line management structure or the internal Grievance Procedure.
- Safeguarding concerns will be escalated immediately in line with our Safeguarding Policy.

- All complaints will be handled confidentially and in accordance with our data protection policy.
 - Complaints are entitled to have an advocate, friend, or support worker present at any stage.
 - All complaints will be recorded and monitored to help us improve our services.
 - Safety and wellbeing of all service users and staff remain paramount throughout the process.
 - Anonymous feedback may be given by writing to the CEO or Chair at the postal address below. Anonymous feedback will be examined but will not receive a response.
-

5. Contact Details

Email: info@resolve.org.uk

Phone: 01707 690739

Post: Resolve House, 70 Openshaw Way, Letchworth, SG6 3ER