

## Complaints Policy and Procedure

### Introduction

The Renewal Trust and its Subsidiaries are committed to providing high quality, transparent and accessible services to everyone we deal with. Unfortunately, despite all our best intentions, things can still go wrong. When this happens we need to be informed so that every effort can be made to put things right and to prevent mistakes being repeated.

We handle unhappiness with our services, which calls for a response as a complaint. We listen to your concerns, treat them seriously, and learn from them so that we can continuously improve our services. We want to help to resolve your complaint as quickly as possible.

We will record your complaints confidentially. For information about what we do with personal data please see our privacy notice.

Safeguarding concerns and complaints will be dealt with in line with our safeguarding policy.

### Feedback

If your complaint isn't a service complaint and doesn't fall within any of our other policies, we will treat it as feedback.

When you provide feedback, this information helps us to understand more about people's views on our work or policies. This can help shape our future work, even if we are unable to take immediate action on the issue you raise.

### How to make a complaint

#### Stage 1: Informal Complaint

Where issues are simple and we accept we have done something wrong, we may not need a formal investigation. We can say sorry, try to put things right and/or learn from our mistake. Where this is an option, we will do this promptly and within 10 working days, where possible.

Any member of staff can deal with a complaint informally, including the person being complained about and offer an on the spot apology. If the complaint is simple but the person who received the complaint cannot handle it because they are unfamiliar with the issue, they will pass it on to someone who can as soon as possible.

If we apologise on the phone or face to face, we won't usually follow up with a written response by letter or email.

If you are still not happy, you can make a formal complaint using Stage 2. If we do not feel that the complaint is easily dealt with informally, we will escalate it straight to Stage 2.

#### Stage 2: Formal complaint

A complaint will be escalated to this stage when:

- Stage 1 was attempted but you remain dissatisfied.
- The issues are complex or require detailed investigation.

## **Making a Stage 2 formal complaint**

You can make a formal complaint about either The Renewal Trust, Hungerhill Trading Ltd or Hungerhill Developments Ltd:-

By email: [enquiries@renewaltrust.org.uk](mailto:enquiries@renewaltrust.org.uk)

By post:- The Renewal Trust  
27/31 Carlton Road  
Nottingham  
NG3 2DG

Hungerhill Trading Ltd  
c/o 27/31 Carlton Road  
Nottingham  
NG3 2DG

Hungerhill Developments Ltd  
c/o 27/31 Carlton Road  
Nottingham  
NG3 2DG

When making a complaint please include:-

- Your name and address (an email address will do).
- What your complaint is about.

Please try to be as clear as possible. This will help us understand your complaint and respond to you promptly. If a complaint is unclear, we may ask you for more information to help us to understand. If you do not provide the information we need when asked, we may not be able to help you.

### **Timescales**

If you want to make a formal complaint, then you should do so within 3 months of the matter you wish to complain about. Waiting longer could make it difficult to look at your complaint and mean that we aren't able to unless there are exceptional circumstances such as you've only just found out about the problem.

We will aim to send a full response within 20 working days of receiving your complaint. If we need to contact you for further clarification, the 20 working days will start from the date we get the information we need. If we are not able to meet this deadline, we will tell you and let you know when we are likely to be able to respond to your complaint.

### **Initial assessment**

We will decide whether the issue is a service complaint or whether your complaint needs to be handled in another way.

If your complaint is covered by another policy or process we will explain that to you. Examples of this could include a request for information or review under data protection laws or an employment grievance about us.

### **Reasons we may refuse your complaint**

If your concerns is about the actions or service of a different organisation and we have no involvement in the issue, we will refuse your request and signpost you to the other organisation to complain.

There are also situations where we may decide that we won't look into your complaint further, even though it is a service complaint.

These include:

- Attempts to reopen a previously concluded complaint or have a complaint reconsidered where we have already given you our final decision.
- Where we have already looked into the matter for you under another process.
- Anonymous complaints.
- Where the time limit for complaining has passed.
- If we think a complaint is unreasonable and includes unacceptable behaviour. Our staff have the right to undertake their work free from aggression or abuse and we expect them to be treated with courtesy and respect.

If we are refusing to investigate further we will explain this to you.

### **Acknowledging the complaint**

If we think the service complaint should be investigated further under stage 2 of this policy, we will acknowledge the complaint within 5 working days of receiving it.

### **Investigation**

We will decide which member of staff will look into your complaint in more detail. If your complaint relates to either Hungerhill Trading Ltd or Hungerhill Developments Ltd we will endeavour to ensure that your complaint is investigated by a Manager of HTL or HDL respectively. They will handle your complaint fairly and you can expect to be treated with courtesy, respect and fairness. Where possible, they will be someone who has not been involved before.

Complaints about the service being provided by a member of staff or team will usually be considered by, or passed to, the relevant manager. The manager should attempt to resolve these concerns. Where we are at fault, this could involve apologising for a delay, or explain how improvements will be made.

Our CEO and Chair will not respond to your service complaint personally, even if you write to them directly. They have delegated the responsibility for handling service complaints, in line with this policy.

### **Outcome**

We will give a fair and balanced description of what happened and what conclusions we have reached on your complaint.

It is possible that there will be parts of the complaint that fall within this policy and others that don't. Where this is the case, we will be clear with you in our response about what we could and couldn't investigate.

If we are able to put things right, we will try to. If we can't put things right, we will be open and, say sorry, explain what went wrong and why and try to improve in the future.

**Authorised by:** The Renewal Trust Board

**Date agreed:** 7 February 2022

**Review date:** February 2024