



Hackney Quest

1 Poole Road
London E9 7AE

Tel: (020) 8533 5480

www.hackneyquest.org.uk

e-mail: enquiry@hackneyquest.org.uk

DEVELOPING THE POTENTIAL OF YOUNG PEOPLE, FAMILIES AND THE COMMUNITY

COMPLAINTS POLICY

Hackney Quest is always committed to the delivery of high-quality work.

We acknowledge that there may be occasions when our level of service falls short of that which can be reasonably expected by our members. On these occasions we would like to be informed as soon as possible.

This document tells you what you should do if you have a comment/ concern in general or a complaint about the behaviour of a member of Hackney Quest staff. This procedure applies to complaints against both paid and voluntary staff.

Any complaint will be taken seriously. Equally, it is helpful to receive positive comments about aspects of our service which you have found particularly useful or helpful.

PROCEDURE

You may wish to draw one of the following to our attention:

1. **Comment** – this may be positive or negative. It will be treated informally and will be shared amongst the appropriate staff at Hackney Quest.
2. **Concern** – a formal concern where action will be taken with the relevant person/people by the appropriate manager.
3. **Complaint** – a formal registration of dissatisfaction that will be taken up by the CEO of Hackney Quest or in the case of the complaint being about the CEO, the Chair/s of Trustees.

All comments and concerns can be communicated to the organisation by telephone, email or post. Contact details are given at the end of this document.

If you have a complaint you should contact a Senior Manager or the CEO and inform him/her of the nature of your complaint. You can contact Senior Managers and the CEO by phone, post or email. Contact details are given at the end of the procedure.

When making a complaint please try to be as specific as possible and give as much detail as possible. You will need to tell us

- Your name
- The name of the member of staff/volunteer about whom you are complaining about (if applicable)
- The date that the behaviour/incident occurred that has resulted in your complaint
- The details of what occurred

We will carry out a thorough investigation of your complaint. At all times we will be honest and fair in our dealings with you and ask you, in return, to do the same for us. If you make a complaint we will:

COMPLAINTS POLICY

- Treat you with tact, courtesy and fairness at all times
- Not treat you any differently because you have made a complaint
- Not discriminate against you because of your ethnicity, race, religion, age, sex or gender or because of any disability
- Acknowledge receipt of your complaint and tell you who is dealing with it
- Aim to respond within 10 working days and, if we can't, tell you why and let you know when we will reply in full
- If the complaint is upheld, we will apologize and inform you what went wrong and what we will do to resolve the situation

If you are dissatisfied with the outcome of your complaint you can appeal to the Chair of Trustees who is contactable via the office.

Should your complaint be against the CEO you should take your complaint to the Chair of Trustees. You can contact the Chair by email, trustees@hackneyquest.org.uk

Contact details

Postal address: Hackney Quest. 1 Poole Road, London E9 7AE

Telephone number: 020 8533 5480

Email address: colette@hackneyquest.org.uk

Reviewed: January 2022

Review: January 2024

Approved by: *Colette Allen* [Colette Allen, CEO and Safeguarding lead].