

**Complaints Policy and Procedure**

**Approved by Board of Trustees: August 3rd 2016**

**Lead Staff Member: Jackie Rosenberg**

**Date for review: annually**

**One Westminster (OW) – Complaints Policy and Procedure**

OW is committed to handling any complaints about the organisation, members of staff or Trustees in a speedy and effective manner.

* We will treat your complaint properly, fairly and impartially.
* We promise that making a complaint will have no implications for your dealings with our organisation.
* We will apologise for any mistake, explain what happened and put it right where ever possible.
* We will review the way we do things to avoid making the same mistake in the future.

***Complaints Procedure:***

Our complaints procedure is designed to be as simple as possible so that concerns can be addressed quickly and resolved to the satisfaction of the complainant.

**Informal Stage:**

If you are dissatisfied with any aspect of your dealings with OW or OW staff or Trustees, please express this to the person with whom you are dealing who will try to help.

If you prefer, please ask to speak to their line-manager or if a Trustee, the Chair of the Board who will aim to resolve any difficulties as quickly and efficiently as possible. If your complaint is about the Chair, then please speak to the Chief Executive.

**Stage 1:**

If you are not satisfied with the response you received at the informal stage, you should address your complaint in writing to the relevant line-manager or the Chief Executive – the latter may be more appropriate where you have spoken to the line manager at the informal stage. Details of all OW managers can be obtained from the OW web-site at [www.onewestminster.org.uk](http://www.onewestminster.org.uk) or by contacting the Chief Executive by telephone 020 7723 1216 or writing to the Chief Executive at One Westminster, 37 Chapel Street, London NW1 5DP.

Please mark any letter – CONFIDENTIAL.

If your complaint involves the Chair of Trustees then Stage 1 will be handled by a mutually agreed independent party.

Your letter of complaint will be acknowledged within 3 working days of receipt and you will normally receive a full response within 10 working days.

If your complaint involves the Chief Executive or a trustee, Stage 1 will be handled by the Chair of Trustees who can be written to c/o One Westminster as below.

**Stage 2:**

Should you still not be satisfied with the response to your complaint, you should address this in writing to the Chair of One Westminster – c/o One Westminster, 37 Chapel Street, London NW1 5DP.

If your complaint involves the Chief Executive, Stage 2 will be handled by an independent person identified by the Chair of Trustees. If the complaint is about the Chair or another Trustee, Stage 2 will be handled by an independent person mutually identified.

Your letter will be acknowledged within 3 working days of receipt and you will receive a full and final response following a detailed investigation within 15 working days.