



Policy Name: Complaints Policy

Date Adopted: October 2025

Authorised by: Chapter2 Trustees

Review Date: October 2028

Underlying Values: Transparency, Duty of Care, Dignity, Empathy

Person responsible for compliance: Office Manager and Chair of Trustees

Definitions

Workers refer to those employed directly by Chapter2, either as paid staff or as volunteers and are directly in contact with young people.

Policy Statement

This policy is to ensure a transparent and healthy process for bringing complaints about Chapter2 and its Workers, to Chapter2's attention.

Scope

Workers supporting Chapter2 Centralised programme.

When this policy is not followed

If it comes to light that this policy has not been followed, there needs to be a review of the situation and understanding of the reasons why it was not followed. These reasons need to be reviewed and dealt with appropriately. Through this process the policy should be clarified for those concerned and there needs to be a renewed commitment to follow the policy with greater understanding. Trustees should be notified due to the potential risk posed to the charity.

Procedure

Chapter2 welcomes feedback about things we are getting right, getting wrong and things that we could be doing better. We strive to do all that we do as well as possible, therefore, we are committed to:



- providing a fair complaints procedure which is clear and easy to use;
- publicising our complaints procedure;
- ensuring that all complaints are investigated and responded to in a timely way;
- resolving the complaint and, wherever possible, repairing relationships;
- gathering information which helps us to improve what we do, to learn and to do better;
- understanding what is in our ability to change and improve, and what belongs to others to change and improve.

Related Policies and Procedures for Reference

Complaints procedure (see below)

Conflict Management Policy

Appendix 1

Informal and Formal Complaints Procedure

If at any time you feel worried or concerned by someone or something happening on a Chapter2 programme, please talk to a paid member of staff for Chapter2. They will do their best to sort out any difficulties as soon as possible. If you feel your complaint has not been resolved through this conversation then please use the formal complaints process below.

This is the procedure for anyone wishing to make a formal complaint against Chapter2 Workers. It must be in writing as a formal complaint for the attention of the Chair of Trustees

How to make a formal complaint

The complaint must include full details of your complaint, your name and contact details and the outcome you would like to see. If you have used the informal procedure, please also state why you remain dissatisfied.

Within three working days the Office Manager (or if the complaint is regarding the Office Manager an appropriate delegate) will, in writing, acknowledge receipt of your complaint



and provide you with the contact details of the person who will be handling your complaint. This will normally be the Chair of Trustees.

The Chair of Trustees will respond in writing to your complaint in full within 10 working days. During this time, the Chair of Trustees will research and investigate the issues raised. It may also be necessary to contact you during this time to clarify any information.

The Chair of Trustees' response will include the following:

- our understanding of your complaint
- an explanation of the circumstances surrounding the event which is the subject of the complaint
- the reasons for any unsatisfactory service and, if appropriate, a formal apology
- what course of action will be taken to remedy any unsatisfactory service
- what you can do next if you are not satisfied with the response.

If you are not satisfied with the response from the Chair of Trustees, you may ask for the complaint response to be reviewed by emailing info@chapter2.org.uk. The review will be conducted by someone who has not been involved previously. The reviewer will acknowledge receipt of your complaint in writing within 3 working days and respond in writing to your complaint within 10 working days. The reviewer's response will only address the reasons why you were dissatisfied with the Chair's response. The reviewer will not re-investigate the issues surrounding the complaint unless there are clear points of disagreement or dispute. It is important that you highlight any such points. The reviewer's response is final and there is no further recourse under this policy.

You may stop the procedure at any point. You must confirm this in writing to info@chapter2.org.uk.