



The Chief Executive will:

- ✓ Keep records of all complaints
- ✓ Report all complaints to the Trustees every year
- ✓ Make sure everyone knows how to make complaints

For more information get in touch with us:



01256 423829 or 07824 696444



The Orchard, White Hart Lane,  
Basingstoke RG21 4AF



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# Complaints Policy

Registered Charity No. 1108304



# Why complain?

You might need to complain about us if.....

- our work is not good, we take too long or don't do something we should do
- you disagree with us about how or why we do things
- our staff are rude or unhelpful



# How to complain

## Stage 1

Contact the Chief Executive and tell them so they can resolve it with you \*

 We will do this within 5 days

\*If your complaint is about the Chief Executive get in touch with the Chair of Trustees or another member of staff

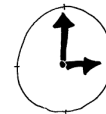
## Stage 2



Write to the Chief Executive or send them a complaints form—if you can't do this the Chief Executive will meet with you to get the information



The Chief Executive will investigate the complaint and try and resolve it with you, including saying Sorry if we have got anything wrong



We will do this within 20 days

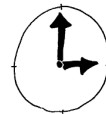
## Stage 3



If you are still not happy the Chief Executive will refer your complaint to the Trustees



The Trustees will investigate and report back to you with their findings



We will do this within 20 days