

TAI PAWB COMPLAINTS POLICY

Charity Name	Tai Pawb
Version	3.0
Date Approved	
Approved by	Chief Executive Officer
Policy Owner	Chief Executive Officer
Reviewed by	Head of Membership and Partnerships
Review Frequency	3 years
Date for next review	May 2029
Published on Website	

Introduction

Tai Pawb's intention is to deal with people fairly and properly and deliver services at a high standard. If you feel that we have not met that standard, we would like to know. Tai Pawb prides itself on being a learning organisation and always wants to learn from situations or issues so that we can continuously improve and do better next time. If possible, we will put right any mistakes we have made, and we will apologise.

Our definition of a complaint is *'an expression of dissatisfaction in relation to Tai Pawb, a member of its staff or the trustees, that requires a response from Tai Pawb.'*

The recording of complaints about Tai Pawb's service delivery will enable us to monitor and evaluate customer satisfaction, as well as any remedial action taken following a complaint. All expressions of dissatisfaction will be treated as complaints by Tai Pawb.

Our aim is to deal with any complaint sympathetically, fairly and quickly, taking into account equal opportunities in accordance with our policies.

Accessibility

We will make reasonable adjustments to ensure that our complaints process is accessible to everyone. This may include providing information in alternative formats, translation, or support to help someone make a complaint.

What we expect from you

We believe that all complainants have a right to be heard, understood, and respected. Tai Pawb staff and trustees have the same right. We expect all complainants to be polite and courteous. We will not accept aggressive, abusive, or unreasonable behaviour. We will not accept

unreasonable demands, persistent or vexatious complaints. Where behaviour is unreasonable, we may limit contact in line with our policies.

A complaint may be considered vexatious where, for example, it is pursued in a way that is unreasonable, repeats issues that have already been fully considered and responded to without presenting significant new information, is accompanied by abusive, discriminatory or threatening behaviour, or appears intended primarily to harass, disrupt or place a disproportionate burden on Tai Pawb rather than resolve a genuine concern. Each case will be considered on its own merits.

Resolving Complaints Informally

If you are approaching us for the first time, you should give us a chance to respond. We will attempt to correct an error or deal with your concern as quickly as possible and inform you of the action we have taken. If you are not happy with our response, then you may make your complaint using the procedure we describe below. Most concerns can be settled quickly, just by speaking to the relevant person in Tai Pawb, without the need to use a formal procedure.

If you have a complaint that we have not been able to resolve informally, you should communicate the complaint in the following stages:

Stage A - If you are unhappy with our informal response to your complaint, then you should put your complaint in writing (with your preferred contact details) including a summary and setting out what aspects of the informal response and/or outcome you are unhappy about, to the Chief Executive Officer (CEO) of Tai Pawb.

If your complaint relates to the Chief Executive Officer (CEO) of Tai Pawb, you should contact the Chair of Trustees.

We would expect you to start Stage A within ten working days of receiving an informal response to your complaint, as it is in everyone's interest to resolve a complaint as soon as possible. On receipt of this, there will be a separate review of your complaint, investigated by the Chief Executive Officer or a person appointed by them, depending on the nature of the complaint (that could be a Manager, a Head of Service, the Chair or another Trustee and in certain circumstances, someone independent of Tai Pawb).

The person investigating your complaint will acknowledge your complaint within 5 working days and set out a reasonable timescale for considering the complaint and responding to you with their conclusions. In most cases, we aim to provide a full response within one month.

Our response will include a summary of the complaint, our findings, our decision, and any actions we will take.

Stage B – If you are still unhappy with the result of any of the above, you may refer your complaint to the [Charity Commission](#), if you believe that there is a risk of serious harm to the charity or people it was set up to help.

Examples of serious issues include:

- Tai Pawb does not follow the law
- Serious harm to the people Tai Pawb helps
- A person or organisation receiving inappropriate private benefit, or misuse of Tai Pawb's funds or resources
- Criminal, illegal or terrorist activity
- Tai Pawb losing significant amounts of money
- Tai Pawb losing significant assets (land or buildings)

You can raise a concern with the charity commission using the following link:

<https://forms.charitycommission.gov.uk/raising-concerns/>

The Charity Commission does not usually investigate individual complaints unless there is a serious concern about a charity.

If your complaint is such that you believe a criminal offence has taken place you should contact the relevant authorities.

Confidentiality and data protection

We will handle complaints sensitively and in line with data protection legislation. Information will only be shared where necessary to investigate and respond to the complaint.

Monitoring and learning

We will record formal complaints and review them periodically to identify themes and improve our services. Where appropriate, learning will be shared with senior management and trustees.

Where Tai Pawb considers a complaint or pattern of behaviour to be unreasonable, persistent or vexatious, we reserve the right to limit the frequency or method of contact, while ensuring that any genuine concerns are considered appropriately.

A summary of complaints and learning may be reported periodically to the Board of Trustees.

Our commitment to you

In all cases the staff and trustees of Tai Pawb will ensure that complaints are dealt with in an unbiased, open, and fair way.

We will take your concerns and complaints seriously and, where we have made mistakes, will try to learn from them.

What this policy does not cover

This policy does not cover:

- Complaints from staff, which are dealt with through internal grievance procedures
- Requests for information
- Issues relating to organisations or services not provided by Tai Pawb