



# COMPLAINTS RESOLUTION PROCEDURE

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# INDEX

1. <a href="#">Complaints Resolution Procedure</a> .....	2
2. <a href="#">How to Complain</a> .....	2
3. <a href="#">Who Should I Send My Complaint To</a> .....	2
4. <a href="#">What Should I Include in My Complaint</a> .....	2
5. <a href="#">When Should I Complain</a> .....	3
6. <a href="#">How We Will Respond to Your Complaint</a> .....	3
7. <a href="#">What We Will Do if Your Complaint is Upheld</a> .....	3
8. <a href="#">Taking Your Complaint Further</a> .....	3

## **1. COMPLAINTS RESOLUTION PROCEDURE**

1.1 HCPT is committed to providing the highest possible quality of service in all activities, but we acknowledge that from time to time complaints will arise. This procedure is to help anyone who is unhappy with a service received from or on behalf of HCPT.

1.2 *In fact, we want to hear from you so that we can put things right as quickly as possible.*

## **2. HOW TO COMPLAIN**

2.1 If you have previously contacted us and remain dissatisfied with how we have answered your question or helped you with your problem, then we need you to tell us about it.

## **3. WHO SHOULD I SEND MY COMPLAINT TO?**

3.1 Please send us your complaint by letter to our Head Office in Rugby. Our contact details are:

The Complaints Officer, HCPT, Oakfield Park, 32 Bilton Road, Rugby, CV22 7HQ

3.2 If you prefer you may telephone us on 01788 564646 (usual office hours are 09:00—17:00 Monday—Friday excluding Bank Holidays).

3.3 Or you may email the Complaints Officer at [complaints@hcpt.org.uk](mailto:complaints@hcpt.org.uk)

## **4. WHAT SHOULD I INCLUDE IN MY COMPLAINT?**

4.1 To help to contact you quickly, please include:

- Your full name
- Your full address
- Your daytime telephone number
- Full details of your complaint, including the name of the person whom you spoke to first
- Copies of any letters relating to your complaint

## **5. WHEN SHOULD I COMPLAIN?**

- 5.1 Complaints should be made as soon as possible, normally within 12 months of the date of the incident you are complaining about, or as soon as the issue came to your attention. If a complaint is made at a later date, it may not be possible to undertake a full investigation.

## **6. HOW WE WILL RESPOND TO YOUR COMPLAINT**

If you include your telephone number, then we will call you within 3 working days. It is always better to talk things through and sort them out quickly if we can.

- 6.1 We will keep your complaint confidential as far as possible, but we may need to share information with other people who need to know about the complaint in order to sort it out. We will handle information in line with the Data Protection Act.
- 6.2 If we only have your address, you will receive written acknowledgement within 10 working days of receipt of your complaint. We will tell you who is dealing with your complaint and when we expect to respond to you in full.

## **7. WHAT WE WILL DO IF YOUR COMPLAINT IS UPHELD**

- 7.1 If your complaint is upheld, then we will offer an explanation and an apology. If it is appropriate, then we will take any actions needed to solve the problem properly.

## **8. TAKING YOUR COMPLAINT FURTHER**

- 8.1 Speak to the relevant regulator if you're unhappy about how HCPT deals with your complaint. E.g. the Fundraising Standards Board, Advertising Standards Authority, or the Charity Commission.
- 8.2 To find out more see: <https://www.gov.uk/complain-about-charity>