

COMPLAINTS PROCEDURE

Iverson Trust aims to provide high quality support services which meet the needs of parents and partners with whom we work. We believe we achieve this most of the time. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

If you are NOT HAPPY with Iverson Trust, please tell us

If you are unhappy about any of Iverson Trust's service, please speak to the relevant staff member or manager. If you are unhappy with an individual in Iverson Trust sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the staff member's manager or the Chief Executive Officer. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chief Executive Officer. If your complaint is about the Chief Executive or a member of our Trustee board, please write to the Chair. All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

If you are HAPPY with Iverson Trust, please tell us

Finally, we are always pleased to hear if you are happy with Iverson Trust's work .

CONTACT: info@iversontrust.org.uk or Tel 0113-240-3040

Adopted by Board of Trustees on (date): 22 February 2021

Signed: Ann Lucas, Chair of Trustees

Review Date:

Signed: