

COMPLAINTS and COMPLIMENTS

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 satisfied, please tell us

If you are not satisfied with any of Iverson Trust's services, please let us know so we can do our best to resolve the problem. In the first instance, please speak to the relevant staff member or the manager. If your discussions do not resolve the problem or If you feel this is difficult or inappropriate, then contact the staff member's manager or the Chief Executive Officer. You will receive an initial response within three working days.

Making a written complaint

You can raise a complaint formally by referring your concerns to the Chief Executive Officer, preferably in writing to Lindsay.dalton@iversontrust.org.uk If your complaint is about the Chief Executive or a member of our Trustee board, please write to the Chair of Trustees, contact details for trustees can be provided by emailing info@iversontrust.org.uk or calling 01132403040. If your complaint is about the Chair of Trustees, please write to either the Chief Executive Officer or the Vice Chair of Trustees. 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 of Trustees 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 satisfied with Iverson Trust, please tell us:

We are always pleased to hear any positive feedback on the work Iverson Trust is doing. You can provide feedback and compliments by contacting Iverson Trust via email or the number below.

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: 11th September 2023
Signed: Jane Martin, Chair of Trustees