



The little place that does big things for lots of people!

59 Ray Street Heanor Derbyshire DE75 7GF

Salcare Complaints Policy & Procedure

Purpose

Salcare is committed to providing high-quality services to all service users, staff, volunteers, and stakeholders. We recognise that, on occasion, concerns may arise. This policy sets out how individuals can raise a complaint and how we will respond in a fair, timely, and transparent way.

Principles

- Complaints will be taken seriously, handled sensitively, and investigated fairly.
- We aim to resolve complaints as quickly as possible.
- Complaints will be used as an opportunity to improve our services.
- No one will be treated less favourably as a result of raising a complaint.

How to Make a Complaint

If you wish to raise a complaint, you should complete the **online complaint form** available on the Salcare website. During this process it is important that you tell us:

- what you think went wrong
- how we should put it right
- the impact on you

If you are unable to access the online form, alternative arrangements can be made by contacting Salcare via the following methods;

- Phone 01773 764562 and ask for a manager
- By email to a confidential email complaints@salcare.org.uk
- Or in writing to The CEO, Salcare Ltd 59 Ray Street, Heanor DE75 7GF

Assistance will be provided if needed.

Complaint Process

1. Acknowledgement

- a. Once received, Salcare will acknowledge your complaint within **5 working days**.

2. Investigation

- a. The complaint will be reviewed by a designated manager or senior staff member or trustee not directly involved in the issue.
- b. You may be contacted for further information if required.
- c. The investigation will take place in accordance with our *complaints investigation procedure*, which is available on request

3. Response

- a. A written (emailed) response will be provided within **20 working days** of receiving the complaint from a named member of the management team
- b. If the matter is complex and more time is needed, we will inform you and provide an updated timescale.
- c. We will clearly explain why we have reached our conclusion let you know if we have made a mistake. We will explain what happened and put things right as quickly as we can tell you about improvements that should be made to our processes

4. Accessibility and Support

- a. If you have difficulty using email, written communication, or online forms, Salcare will provide support to help you make or respond to a complaint. This may include support by telephone or discussing the complaint in person.

5. Appeals

- a. If you are unhappy with the outcome of your complaint, you can request a review of the decision by completing the online complaint form and selecting “appeal.” Please explain why you are dissatisfied with the response. Appeals should be submitted within 20 working days of receiving the complaint outcome. A senior manager or Trustee not previously involved in the complaint will review the appeal where possible and respond accordingly.
- b. will then review the complaint response you received to ensure that: our response and the decision we made was fair we covered all the issues in your complaint we corrected any shortfalls in service we clearly explained the outcome to you
- c. If you are not happy with the outcome of the appeal process you may want to contact the Charities Commission The Charity Commission publishes a guide - Raising a concern with the Charity Commission (CC47) – which is available online.

Confidentiality

All complaints will be handled in confidence, in line with Salcare's data protection policies. Information will only be shared with those directly involved in resolving the matter.

Monitoring and Review

Complaints will be recorded and monitored regularly to ensure learning and continuous improvement across Salcare services. This policy will be reviewed every 3 years.

Version	Author	Changes/Review	Date
1	D Davis	Implementation	August 2025
2	F&GP	Post review update	July 2026