Complaints Policy

Policy & Guidelines

Policy prepared by:	Mike Farrington
Date:	28/09/2026
Signed:	
Policy review date:	28/09/2027
Version:	1.7

1.0 INTRODUCTION

1.1 **Policy Statement**

Concrete Rose is committed to providing the highest quality of provision to service users, other agencies and organisations. As such we welcome feedback from individuals, users of our services, stakeholders, funding bodies and anyone who works with us, on all aspects of our services. In particular, we take any concern or complaint extremely seriously and will investigate such complaints promptly and strive for resolution as quickly as possible. We recognise that all service users, agencies and organisations:

- Have the right to raise concerns or complaints about our services
- Have access to clear information on how to voice complaints and concerns

1.2 **Policy Objectives**

The objectives of this policy are to:

- Ensure everyone knows how to make a complaint and how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Provide individuals with a fair and effective way to complain about our work
- Ensure that complaints are monitored to improve our services

1.3 **Our commitment**

Concrete Rose commits to:

- Listen carefully to complaints and, where possible, to treat complaints as confidential
- Ensure processes are in place to record, store and manage all complaints accurately and in accordance with the Data protection Act
- Investigate the complaint fully, objectively and within the stated time frame
- Notify the complainant of the results of the investigation and any right of appeal
- Inform the complainant of any action that will be implemented in order to ensure that there is no reoccurrence
- Not treat any complainant differently in their future interaction with the organisation
- Ensure that no person who is the subject of a complaint or representation takes any part in its consideration or investigation, except at the informal resolution stage if the registered person/Operations Lead considers it appropriate.

1.4 **Definition of a complaint**

A complaint is any expression of dissatisfaction by an individual, whether justified or not, about any aspect or Concrete Rose's work including the conduct of Concrete Rose representatives.

1.5 **Confidentiality**

All complaint information will be handled sensitively involving only those who need to know and following relevant data protection requirements.

2.0 COMPLAINT PROCEDURE

2.1 **Why complain?**

You should complain if:

- We have failed to provide a service, or an acceptable standard of service, or made a mistake in the way the service was provided
- You are unhappy with the way a member of staff or Concrete Rose representative has treated you
- We have failed to act in a proper way
- You have not received the services or facilities that were promised to you
- We have provided an unfair service

2.2 **The stages of handling a complaint**

There are three stages to the complaint's procedure:

- Stage One – the complaint
- Stage Two – investigation
- Stage Three – appeal

2.2.1 Stage One - Complaint

Complaints can be initiated in any of the following ways:

- In writing (preferred method). Written complaints can be submitted via e-mail, through our website or by post (contact details below). Complaint forms are available upon request but complaints do not have to be submitted in this format. Complaints should include:
    - Your name and address
    - The nature of the complaint
    - Ways in which you would like the complaint to be resolved
    - A signature (electronic or by hand)
- In person to any member of staff or advisory board member. If the complaint is of a serious nature please ask to speak to a director or the head of the advisory board.
- By telephone. Again, if the complaint is of a serious nature please ask to speak to a director or the head of the advisory board.

Complainants will be acknowledged within 3 working days of receipt.

2.2.2 *Stage Two - Investigation*

Complaints will be fully investigated and a member of Concrete Rose may ask to meet with you to gain more information. Within 30 days you will receive a written response outlining the outcome of any investigation and any recommendations or changes we have made in response to your complaint such as reviewing of policies, staff development and training or appropriate improvement to our services. (If additional time is needed to conduct and complete the investigation you will be informed in writing before the end of the 30 days.)

No person who is the subject of a complaint or representation takes any part in its consideration or investigation, except at the informal resolution stage if the registered person/Operations Lead considers it appropriate.

If you are not satisfied with the outcome of your complaint you can appeal within fourteen working days of the date of the outcome and progress to Stage Three.

2.2.3 *Stage Three - Appeal*

If you have appealed the outcome of your complaint it will automatically be referred to a director and/or Advisory Board Head. The relevant director and/or Advisory Board Head will acknowledge receipt and review the Stage Two investigation and recommend one of the following actions:

- Uphold the action taken at Stage Two
- Make changes to the Stage Two recommendation/actions

You will be informed in writing of the outcome of stage three. If, at this stage, you require further assistance and are still not satisfied with the outcome you may get free independent advice from your local Citizens Advice Bureau (see www.adviceguide.org.uk). You can also seek legal advice from a solicitor or approach another external body including:

- Advertising Standards Authority (https://www.asa.org.uk/make-a-complaint.html)
- The Health and Safety Executive (0300 003 1647);
- Financial Ombudsman (https://www.financial-ombudsman.org.uk/make-complaint);
- The Environment Agency (03708 506 506 or 0800 80 70 60 in an emergency)
- The Fundraising Regulator (0300 999 3407 or complaints@fundraisingregulator.org.uk)

For complaints relating specifically to our supported lodgings programme there is also recourse to:

- Ofsted (0300 123 4666 or CIE@ofsted.gov.uk)
- The relevant Local Authority (Cambridgeshire County on 01480 279493 or 01733 234724 or Northamptonshire Children's Trust on 01604 364778 or 01604 626938)
- Office for the Children's Commissioner (020 7783 8330)

For complaints relating specifically to our mentoring programme there is also recourse to:

- Cambridge University Widening Participation Team (01223 766460 or access@cao.cam.ac.uk)

To report safeguarding concerns about a practitioner or volunteer who works with children:

- Local Authority Designated Officer (LADO): Cambridge (Tel: 01223 727967/727968 or email LADO@cambridgeshire.gov.uk). Peterborough (Tel: 01733 864038 or email: LADO@peterborough.gov.uk). Northamptonshire (LADOConsultations@nctrust.co.uk or by calling Andy Smith at 07850 854309 or Sian Edwards at 07738 636449).

2.3 **Anonymous complaints**

Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

2.4 **Contact Details**

Mike Farrington (Director): mike@concreterose.co.uk // 07881926728

Matt Negus (Director): matt@concreterose.co.uk

James Bennett (Head of Advisory Board/Director): james.bennett@romseymill.org

Website: www.concreterose.co.uk

Postal address: Concrete Rose Collective CIC, 18 Tamar Close, St Ives, PE27 3JE

2.5 **Monitoring**

Complaints are an important tool which, alongside data provided by exit surveys, stakeholder surveys, user feedback and focus groups, will allow us to learn about the services we provide. They provide a useful source of information about how individuals see our services and how we are serving them. To ensure we can learn from complaints the following data will be collected:

- Name and address
- Name of person dealing with the complaint
- Date of complaint and response
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint Lessons learnt

Complaints information will be considered on a regular basis by the Directors and Advisory Board.

APPENDIX A: FORMAL COMPLAINT FORM

Personal details			
Full name:			
Address:			
Home no.:		Mobile no.:	
E-mail:			
Details of Complaint			
Please record the details of your complaint here.			
Ways in which you would like the complaint to be resolved			
Signature			
Signed:			
Name:		Date:	
Please return this form to: Mike Farrington (Director): mike@concreterose.co.uk Matt Negus (Director): matt@concreterose.co.uk James Bennett (Head of Advisory Board): james.bennett@romseymill.org Website: www.concreterose.co.uk Postal address: Concrete Rose, 18 Tamar Close, St Ives, PE27 3JE			