

COMPLAINTS POLICY

INTRODUCTION

1. CRESS UK aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.
2. 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 CRESS UK.

IF YOU ARE NOT HAPPY WITH CRESS UK, PLEASE TELL US

3. If you are unhappy about any CRESS UK's service, please speak to the Chair of the Trustees, details below.
4. If you are unhappy with an individual in CRESS UK sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to either the Chair of the Trustees, or the CEO, Mrs Caroline Lamb.
5. 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 ten working days.

MAKING A WRITTEN COMPLAINT

6. If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chair of the Trustees. If your complaint is about the Chair of the Trustees, please write to the CEO.
7. All written complaints will be logged. You will receive a written acknowledgement within five working days.
8. 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.
9. Following receipt of a complaint, an appropriate individual will be nominated to investigate the complaint. They will consider whether legal advice may be required and obtain approval for seeking such advice as may be appropriate from the CEO or Trustees.
10. If after we have responded you are not satisfied, please write to the Chair within 10 working days from the date when the letter/email notifying you of the outcome of the investigation is communicated to you.

EXCLUSIONS.

11. The Trustees reserve the right not to respond to a complaint if:

- a. A complaint is abusive, prejudiced, offensive or the matter is vexatious.
- b. A complaint is generic and sent to other organisations with similar objects.
- c. The complaint is unclear, incoherent, or illegible.
- d. The complaint is being unreasonably pursued after, in our opinion, it has been settled.
- e. We have been advised for legal reasons not to directly engage with the complainant.

Finally, please also let us know if you are happy with CRESS UK's services.

CONTACT DETAILS

This policy has been approved and authorised by the Trustees:

Name:	Jeremy Metcalfe OBE
Position:	Chair of the Trustees
Date:	1 June 2025
Signature:	
Policy version:	June 2025
Date of Review:	June 2026
Contact:	info@CRESSUK.org