



Complaints Policy

1. PURPOSE

The Trust accepts that complaints may be made, and will endeavour to resolve them to the satisfaction of the complainant, and to reflect and learn from the complaints.

2. DEFINITION

A complaint is an informal (verbal) or formal (written) expression of dissatisfaction with some aspect of the restorative justice service provided by the Trust.

3. SCOPE

This policy applies to employees of the Trust, and those contracted to the Trust.

4. PRINCIPLES

- i. Restorative justice participants will be told of this Complaints Policy and offered a copy of it.
- ii. All complaints will be treated sensitively and seriously.
- iii. The Trust will endeavour to resolve any complaints at the earliest and least formal stage.
- iv. Complaints will be investigated and resolved as soon as possible, but always within two months of the Trust receiving them.
- v. The Trust will consider the issues raised in any complaint and take steps to address them. Where possible it will use what is learned from complaints to improve its practice as a provider.
- vi. A record of each complaint, its outcomes, the response to the complainant and the steps taken to address the underlying issues, will be kept.
- vii. All costs incurred by any party in a complaint or dispute shall be the responsibility of the party concerned.
- viii. If complainants are not satisfied with the outcome of the complaint, they may refer it to the Resolution Institute. <https://www.resolution.institute/>

Approved by Board: 27 th January 2023	Review date: January 2025
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