

Organisation Name O.L.L.Y (Our Lost Love Years)

Complaints Procedure

Reviewed 1st March 2023

Approved by: Trustee Committee Families Fighting for Justice and O.L.L.Y (Our Lost Love Years)

How we will treat your complaint

1.1 This organisation makes all reasonable efforts to make sure that the highest possible standards are maintained. When they are not, we encourage service users and partners to tell us so that, wherever possible, we can put matters right or make improvements for future service delivery.

1.2 We want to:

- a) Make it easy for you to raise your complaint.
- b) Ensure your complaints are listened to.
- c) Know how you would like us to resolve your complaint,
- d) Make sure your complaint is handled in a satisfactory manner.

How and where to complain.

2.1 If you are not satisfied with any aspect of our service, you can direct your concerns to the worker responsible for your service. If this does not provide a satisfactory resolution, the complaint will be heard by the board of trustees who will attempt to resolve the complaint.

2.2 Complaints can be made in the following way:

- a) **In writing** - marking the letter 'private and confidential' and addressing it to the Board of Trustee's, 6 Anson Street, Liverpool, L3 5NY
- b) **All complaints** must be reported in writing within 28 days of the alleged incidents being recognised by the complaint

How long will it take?

3.1 Our aim is to resolve your complaint straightaway. However, if we have been unable to resolve your complaint within fifteen working days, we will write* to you to:

- a) Explain why the complaint has not been resolved.
- b) Inform who is dealing with the complaint.
- c) Explain the time scale expected for resolving the complaint.
- d) Upon receiving the letter of complaint, you will receive a response from us within 7 days to acknowledge that your letter has been received

Restrictions

We will attempt to resolve all concerns relating to its activities. However, these are certain types of complaints that we cannot deal with, including the following.

- a) A mistake that has not caused financial loss material inconvenience or material distress.
 - b) Matters that have been (or are being) dealt with by a court or tribunal.
 - c) A grievance against us arising from the execution of our obligations under law or binding agreement.
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- And contact you in the format which you choose and/is accessible to you.