CORPORATE SERVICES COMPLAINTS

Charitable Foundation and Head Office functions

This leaflet explains everything you need to know about how to make a complaint, how we will handle a complaint and what you can expect from us as we try to make things right.

1 Formal complaint

2 Escalation

A 'complaint' is distinct from a 'service request', where you ask us to take action to put something right.

However, any dissatisfaction with how we handle a service request will then be treated as a complaint.

At St Monica Trust, we welcome feedback and value the opportunity to learn from your experiences. While we strive to provide high-quality care and services, we recognise that occasionally things may not go as expected.

This route applies to complaints relating to corporate services, charitable foundation activities, fundraising, volunteering, finance, procurement, facilities, property support, sales, people services, administration and other Trust functions.

We promise to listen to you, acknowledge your concerns, investigate them fairly and keep you informed of the outcome. Making a complaint will not affect the services you receive.

Our complaints process

We define a complaint as an expression of dissatisfaction, however made, about the standard of our services, actions or lack of action by our colleagues, or those acting on our behalf.
There are two stages to our complaints process.

Stage 1: Formal complaint

Please contact the appropriate Head of Department, or speak to any colleague who will direct your complaint to the appropriate Head of Department.

The Head of Department will acknowledge the complaint within three working days and provide the Trust's initial response within a further ten working days.

If we need more time to investigate and respond to your complaint, we will agree a new deadline with you.

Stage 2: Escalation

If your complaint is not resolved, or you remain dissatisfied with the Stage 1 response, you may request a review by an appropriate member of the Executive Team.

The Executive Team member will independently review your complaint, the investigation undertaken and the response provided.

We will acknowledge your request for review within five working days and aim to provide our final response within twenty working days.

If further time is required to complete the review, we will keep you informed and agree a revised timescale with you.

External review

If you remain dissatisfied after receiving our final response, or if we fail to provide a response within 37 working days, or any other agreed deadline, you can refer your complaint to an appropriate external body.

Please note that an Ombudsman may be contacted at any stage of the complaints process for advice and support.

Whilst an Ombudsman will not normally investigate a complaint until the Trust's internal complaints procedure has been completed, it may provide independent and impartial advice and guidance throughout the process.

Relevant review, redress or escalation options will be communicated in our final response.

Charity related concerns

For further information about concerns relating to charities, please see:
https://www.gov.uk/complain-about-charity

Property sales and related matters

The Property Ombudsman,
Unit 159756,
PO Box 7169, Poole,
BH15 9EL
01722 333306

Serious allegations

If your complaint relates to abuse, neglect, misconduct, theft, fraud, safeguarding concerns, criminal activity or any other serious matter, please let us know as soon as possible.

These concerns will be managed as a priority and escalated to the appropriate Director. Where necessary, we may involve external agencies, regulators or the Police in line with our legal and regulatory responsibilities.

Need Help Making a Complaint?

If you need support to raise a complaint, please speak to a member of staff.

We will make reasonable adjustments where required to ensure our complaints process is accessible to everyone.



Our contact details
Head Office: St Monica Trust, Cote Lane, Westbury-on-Trym, Bristol, BS9 3UN
Tel: 0117 949 4000 www.stmonicatrust.org.uk