



# COMPLAINTS POLICY

## 1. AIMS

- 1.1 **THE HARMONY THERAPY TRUST (THTT)** aims to provide high quality services that meet your needs. We hope we achieve this most of the time: if we are getting it right please let us know.
- 1.2 In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

## 2. FIRST STEPS

- 2.1 If you are unhappy about any service provided by **THTT** please speak with the Administrator or a Trustee.
- 2.2 If you are unhappy with an individual of **THTT** sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then please speak to the Administrator or a Trustee.
- 2.3 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 five working days.

## 3. MAKING A WRITTEN COMPLAINT

- 3.1 If you are not satisfied with our response or wish to raise the matter more formally, please write to the Administrator (if that is the person of whom you are concerned) then write to the Chair of the Board of Trustees.
- 3.2 All written complaints will be logged. You will receive a written acknowledgement within five days of receipt of the complaint. We will then keep you informed about progress every other week.
- 3.3 The aim is to investigate your complaint properly and give you a reply within one calendar month, 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.
- 3.4 If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next Trustees' Meeting, which will decide on any further steps to resolve the situation.

## 4. PROCESS

- 4.1 All complaints will be reported to the Board of Trustee meeting and recorded.
- 4.2 The Board of Trustees will identify whether the complaint has arisen as the result of a lapse or failing in **THTT's** existing control methods and procedures. If this is deemed the case measures will be determined and introduced to ensure that recurrence of the problem does not occur.
- 4.3 All measures introduced will be reviewed on a six monthly basis by the Board of Trustees.

*Finally, please also let us know if you are happy with The Harmony Therapy Trust's services*

**THIS COMPLAINTS POLICY** detailed was agreed and minuted at a meeting of the Board of Trustees and signed by the Chair on

In the Chair .....RITA COUZINS..... Date:....20 March 2014

Review date: March 2015

Prepared by Rita Couzins