



George House Trust Compliments and Complaints Policy

May 2026

POLICY: Compliments and Complaints Policy
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Policy Statement

George House Trust strives to achieve the highest standards and welcomes feedback from individuals, partner organisations and anyone who works with us, on all aspects of our services and working relationships. Feedback is invaluable in helping us evaluate and continuously improve, giving us a basis for understanding the impact of our work and assessing satisfaction.
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Who this policy covers

The Policy is for use by anyone receiving a service from George House Trust and any other stakeholders who work with George House Trust such as volunteers, partner agencies or organisations, funders, suppliers and members of the public.
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Feedback is used to review, shape and develop services and organisational practices. Feedback also ensures that George House Trust's values remain at the centre of all our work.

1.	Introduction
1.1	Feedback including compliments and complaints are important sources of information about the impact of our work, service user and volunteer satisfaction and how we operate as an organisation. George House Trust welcomes and encourages feedback to ensure there is continuous improvement throughout the organisation.
1.2	Staff are encouraged and supported to recognise that compliments and complaints are key to organisational development and growth and should be managed as part of a process of improvement.
1.3	A range of methods are used to gain meaningful feedback in order to achieve improvement.

2.	Principles
2.1	The objectives of the Compliments and Complaints Policy are to: • Ensure that everyone knows how to provide feedback and in the case of a complaint, how it will be handled. • Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames. • Ensure that where a compliment is received, this is recorded and shared • Provide accessible, fair and effective ways to give feedback about our work, systems or processes. • Ensure that compliments and complaints are monitored and used to improve our services.
2.2	George House Trust will ensure that staff and trustees: • Listen carefully to complaints and treat complaints as confidential. • Record all compliments which are received and give due recognition to the individual or team concerned. • Record, store and manage all complaints accurately and in accordance with the Privacy Policy and Data Protection Policy. • Investigate complaints fully, objectively and within the stated time frame.

	• Notify the complainant of the results of the investigation and any right of appeal. • Inform the complainant of any action that will be implemented in order to reduce the risk of re-occurrence.
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3.	Definitions
3.1	A compliment is positive feedback, however made, by an individual or other stakeholder about George House Trust. A compliment may relate to the organisation, the service as a whole, one aspect of the service, an event, a staff team or an individual such as a member of staff, volunteer or Trustee.
3.2	A complaint is any expression of dissatisfaction, however made, by an individual, or organisation. A complaint may relate to the organisation, service delivery as a whole, one aspect of the service, an event, a staff team, or an individual such as a member of staff, volunteer or Trustee.

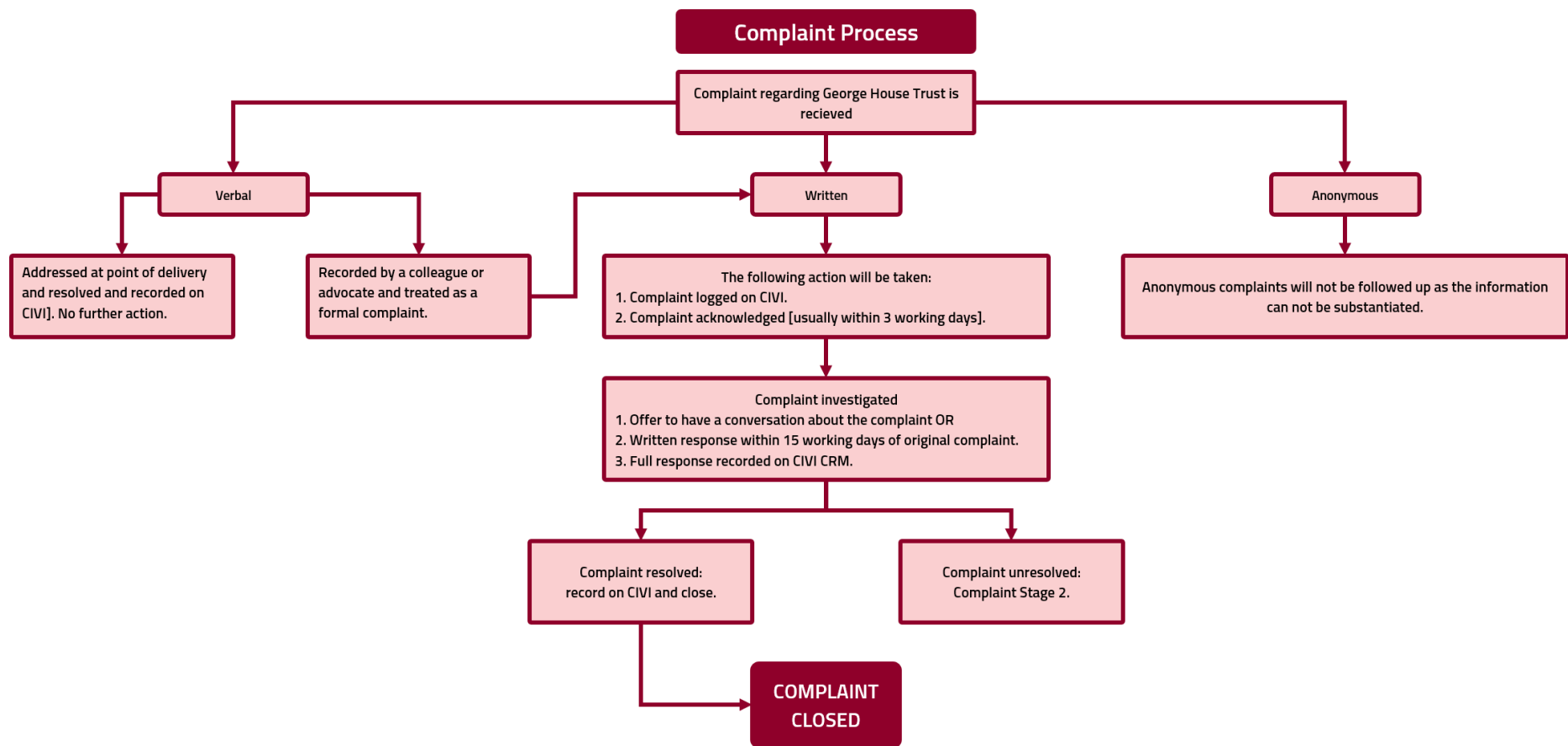
4.	Managing Compliments and Complaints
4.1	A Compliments and Complaints Procedure supports this policy and covers all the operational aspects of how a compliment or complaint will be managed.
4.2	Procedure Summary:
4.2.1	Compliments Any verbal or written compliments will be recorded by the member of staff receiving the compliment and be passed to the appropriate manager for recording on the Compliments Register. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified. Feedback on compliments will be shared with employees as appropriate.
4.2.2	Complaints There are 2 stages to the complaint's procedure: Stage 1 – Complaint investigation. Stage 2 – Appeal.
4.2.3	All complaints will be recorded and the person managing the complaint will be responsible for ensuring that the relevant procedure is followed.
4.2.4	The Complaints Flowchart, Appendix 1, gives an overview of the operational procedure.
4.2.5	Compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation and it is not possible to gather more information due to the anonymity.
4.2.6	Compliments and complaints information will be considered on a regular basis by the Directorate Team as part of their performance management practice.

5.	Data Protection and Privacy relating to compliments and complaints
5.1	To process a compliment or complaint, George House Trust may hold personal data. Where this is the case data will be held securely and only used to address the complaint. The identity of the person making the complaint will only be made known to those who need to consider the

	complaint and will not be revealed to other people or made public by George House Trust.
5.2	In some circumstances it may not be possible to preserve confidentiality for example, where relevant legislation applies or allegations are made which involve the conduct of third parties. In these instances, individuals will be advised that their personal information will be shared.
5.3	Under the Privacy Policy, individuals have a right to obtain a copy of their personal data – or a subject access request. Each request will be considered separately with due consideration being given to the personal data contained in any files based on the Guidance of the Information Commissioner's Office.
5.4	George House Trust will destroy complaints files in a secure manner in line with Data Retention Procedure.

6.	Monitoring
6.1	Compliments and complaints information will be considered on a regular basis by the Directorate Management Team as part of their performance management practice.
6.2	Reports will be made at least annually to the trustees on the number of compliments and complaints received, and their nature, including the outcomes of investigations, unresolved complaints and any learning or actions taken.

7.	Complaints Flow-charts
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Complaint Stage 2

Complainant states that they're unhappy with an outcome to their complaint

Rationale for review accepted.

The following action will be taken:
1. Complaint investigation reopened.
2. Investigation to be completed within 10 working days.

Complaint fully investigated
1. Written response of investigation provided to complainant.
2. Full response recorded on CIVI CRM.

Rationale for review not accepted.

Outcome remains the same.
Direct written communication to the complainant to state that no further action will be taken. Recorded on CIVI CRM.

**COMPLAINT
CLOSED**

