



St Albans Good Neighbour Scheme

Charity No. 1074638

Company No. 3675149

Complaints Procedure

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Introduction

St Albans Good Neighbour Scheme (the "Scheme") welcomes all comments and feedback on the way it operates. If you have a complaint or problem, we will aim to resolve it as quickly and efficiently as possible in a personal, fair and appropriate way. Your views are important to us and we take every complaint seriously. All complaints are reported to our Trustee Board so that lessons can be learned.

Who can complain using this procedure

This procedure is intended for people who use our services and for members of the public. We have a separate grievance procedure for our volunteers to help deal with any problems or complaints they may have. We also have a Policy on Whistleblowing, which encourages volunteers to report wrongdoing within the Scheme without fear of bullying or harassment.

Informal dialogue

If you are dissatisfied with any aspect of the work of the Scheme, please let us know at the first opportunity, by ringing us on 01727 830713 between 9am and 1pm any day of the year. Our helpline volunteer will pass on your concern to the appropriate person. We endeavour to resolve problems when they arise with informal dialogue, however if your concern cannot be dealt with satisfactorily in this way, we encourage you to use the formal complaints procedure set out below.

Formal complaints procedure

Step 1 – Tell Us

If informal dialogue cannot resolve matters, please put your complaint in writing to us within 3 months of the relevant incident. In certain circumstances the Scheme may be able to respond to a complaint that is older, although the passage of time may make it harder to resolve satisfactorily. Please send your written complaint to us either by email to secretary@StAlbansGoodNeighbourScheme.org.uk (preferred method) or by post to SAGNS Secretary, 47 Woodland Drive, St Albans AL4 0EL.

Step 2 – We will respond to your complaint

Your complaint will be fully investigated by a member of our Trustee Board. We will provide the outcome of our investigation within a month of receiving your complaint. If it isn't possible to give a full response within that timescale, we will contact you to explain why and we will indicate when a full response can be expected.

Step 3 – If you're not happy with our response

If you're not satisfied with our response, please let us know in writing and this will be looked into by the Chairman. The Chairman will conduct a review, which they will aim to complete within a month. You will be informed if an extension is necessary, together with a reason for the extension. The Chairman will provide you with the outcome of their review.

Step 4 – Taking your complaint outside the Scheme

If you are still dissatisfied with the response you have received, you may be entitled to take your complaint to the appropriate regulator. Information about which regulator to escalate your complaint to can be found at www.gov.uk/complain-about-charity.

- If your complaint concerns data protection, for example the way we handle your personal information, you can contact the Information Commissioner at <https://ico.org.uk/>
- For other serious complaints, contact the Charity Commission; see <https://forms.charitycommission.gov.uk/raising-concerns/>

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To be reviewed every 3 years