Stripes: The West Yorkshire ADHD Charity Complaints Policy

Whilst we make every effort to meet peoples' expectations, circumstances may arise where an individual has a concern and wishes to bring this to our attention. If you have a concern, we will take reasonable steps to resolve it in everyone's best interests. For urgent issues, such as immediate safety risks, please take appropriate action like calling emergency services.

Informal Complaints

If you have a concern, please speak to a member of our team at the time. This allows us to address the issue quickly. We will try to resolve it to your satisfaction. If we can't, we will note:

- Your name and contact details, unless you prefer to remain anonymous.
- The nature of your concern and what you want done about it.
- The circumstances of the complaint, including when and where it happened, any actions taken, and details of others involved.

We will then pass your concern to the CEO or one of our trustees.

Formal Complaints

For formal complaints, please contact corinne@stripes.org.uk for complaints via email or write to **Stripes; The West Yorklshire ADHD Charity, 14 Appleton Court, Calder Park, Wakefield, WF2 7AR.** Mark your correspondence as private and confidential. We will provide you with a copy of this policy by post or email.

To help us resolve your complaint quickly, please include:

- Your name, organization (if relevant), address, phone number, and email.
    - If you prefer not to be contacted in a specific way, let us know and we will respect that.
- Detailed information about what happened, where, when, who was involved, and any actions taken.
- What you felt was unsatisfactory.
- What you think should be done to address your concern.

We will acknowledge receipt of your complaint within 7 working days. We will then investigate. If we need more information, the CEO or one of our trustees will contact you.

You will receive a response within 14 working days. If more time is needed, we will send a holding reply after 14 days with an estimated completion date. Our response will explain our findings and actions taken, within the constraints of the Data Protection Act.

If you are not satisfied with our response, you may appeal to the Chair within 28 days. The contact details will be included in our response. Your appeal should explain why you believe the decision was wrong and provide supporting facts.

You will be notified of the appeal decision within 28 days, and this decision will be final.

Wider Action

Regardless of the complaint outcome, we will consider if any wider action or statutory reporting to bodies like the Charity Commission, H&SW Executive, other regulators, or the Police is needed. We will also review our policies, procedures, and training to prevent similar issues in the future.

Anonymous Complaints

We will record and investigate anonymous complaints, but we recognize they can sometimes be malicious. Everyone has the right to complain, but individuals also have the right to be protected from unsubstantiated allegations. We encourage you to provide your contact details so we can inform you of the outcome.

Potential Compensation Claims

If a complaint might lead to a compensation claim, such as property damage or personal issues, we will notify our insurers.

Confidentiality

All complaints will be treated confidentially and handled in compliance with the Data Protection Act.

Availability

This policy is publicly available and will be provided to anyone wishing to submit a complaint.