

## Complaints Procedure

1. We are always very keen to hear about your views and experience of our services.
2. We will listen to clients and stakeholders with respect. We will take all complaints seriously and deal with them quickly and thoroughly.
3. If your concerns relate to any matter that involves improper or illegal conduct (or you wish to remain anonymous), you may want to consult with our Whistleblowing Policy or contact Protect <https://protect-advice.org.uk/>
4. If you wish to make an unwritten complaint, the relevant project worker will take appropriate action.
5. If you as a complainant would like to take further action, you can send a written complaint to the CEO at [harry.naylor@karisneighbourscheme.org](mailto:harry.naylor@karisneighbourscheme.org) or by post (addressed to CEO or Trustees as appropriate) to:

Complaints  
Karis Neighbour Scheme  
c/o Church of the Redeemer  
Monument Road  
Birmingham B16 8UU

6. We will acknowledge receipt of your complaint within 3 working days. Karis Neighbour Scheme aims to investigate your complaint properly and give you a reply within 28 days, setting out how we suggest taking action to resolve the issue. If this timescale is not possible, we will make an interim response informing you of the action taken to date or being considered.
7. Should you, as a complainant, continue to feel that the complaint is not being dealt with effectively, an appropriate official body could be contacted to help resolve the problem. Examples include the Advisory, Conciliation and Arbitration Service (ACAS) or the Charity Commission. We would encourage you to wait until 28 days to see what action is proposed.
8. Please note that at any time, a client has the right to withdraw from the Karis Neighbour Scheme and Listening and Guidance projects.
9. We will keep the person making the complaint informed of progress at all stages.
10. We will treat all complaints in a private and confidential manner, storing according to our privacy policy. The CEO will keep a log of all complaints and outcomes.

Please note that this policy is for clients and stakeholders of Karis Neighbour Scheme. Staff should refer to the Grievance and Disciplinary policy and volunteers should refer to the Volunteer Policy regarding any complaints or concerns.