

2024

1. Purpose:

Our aim at Hodgkin House is to provide a safe, secure, and comfortable living environment for all our residents. We understand that issues or concerns may arise, and we are committed to resolving them promptly and fairly.

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 our organisation.

2. Definitions:

Complaint: Any expression of dissatisfaction, whether justified or not, about the services provided by Hodgkin House.

Complainant: Any resident or individual who makes a complaint.

3. Procedure:

**Making a complaint in person:**

If you are unhappy about the service provided, please speak to the House Manager or Deputy House Manager.

If you are unhappy with an individual in Hodgkin House, sometimes it is best to tell him or her directly.

If you feel this is difficult or inappropriate, then speak to the House Manager or Deputy House Manager.

Often, we will be able to give you a response straight away.

We will keep a log of verbal complaints in case any patterns arise that need to be actioned.

When the matter is more complicated, we will give you at least an initial response within five working days.

**Making a written complaint:**

If you are not satisfied with our response or wish to raise the matter more formally, you are welcome to make a written complaint.

All written complaints will be logged.

You will receive an acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, 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.

If after we have responded you are not satisfied, you may write to the Chair of the board of trustees who will investigate or take the complaint to the next trustee’s meeting and decide on any further steps to resolve the situation. The Chairs decision will be final.

4. Confidentiality:

All complaints and related information will be handled confidentially, in line with data protection regulations.

5. Records:

A record of all complaints received, investigations conducted, and outcomes reached will be maintained for review and improvement purposes.

6. Review:

This complaints policy will be reviewed annually to ensure it remains effective and meets the needs of our students.