



## Complaints Policy

### Purpose

The purpose of this policy is to outline:

- How you can make a complaint or share a plaudit
- Amber CPC's approach to receiving a complaint or a plaudit about their services

### Complaints Procedure

We aim to provide a high level of service to all the clients, professionals, and members of the public who we work and communicate with. We will investigate any complaints in full and will treat any information you share with us as strictly confidential.

If you have a complaint about our work, please set out the facts as clearly as possible, including details about:

- What happened
- When it happened
- Who you dealt with
- Why you consider this to be a complaint
- What you would like us to do to address your complaint

Your complaint should be written in an email and sent to the Centre Leader, Alison Stockdale, at [alison@amberpregnancy.com](mailto:alison@amberpregnancy.com)

If your complaint is about the Centre Leader, please email Richard Cienicala, trustee, at [rcienc@waitrose.com](mailto:rcienc@waitrose.com)

### Investigation

On receipt of a written complaint by email, the Centre Leader or Trustee will:

- Acknowledge receipt of the complaint to the complainant within five working days.
- Carry out an investigation; all interviews and evidence will be recorded.

### Remedial action

The Centre Leader or Trustee will resolve the complaint if they are able to do so:

- They will record a detailed account and submit this to the Trustees, outlining how the complaint has been satisfied.
- If they feel unable to resolve the situation satisfactorily, they will consult with the board of Trustees.

### **Formal response**

After a full investigation, the Trustees will:

- Provide a formal response to the complainant within one calendar month of the acknowledgement.
- This response will include details of remedial action taken and will acknowledge any failure on the part of Amber CPC to act in accordance with approved policies and procedures.
- File the complaint, any investigation evidence and records, and details of remedial action in the register.

### **Implementation of immediate remedial, corrective, and preventive actions**

The effectiveness of corrective and preventive actions will be monitored and recorded by the Centre Leader in consultation with the Trustees.

### **Serious complaints**

If you are not happy with the way in which we deal with a complaint, or suspect illegal activity, you should contact the relevant regulator. Details can be found on the government's website - <https://www.gov.uk/complain-about-charity>