	Independent Park Home Advisory Service (2021) Ltd

Complaints Policy

Policy adopted	October 2025	Last date reviewed	n/a	Date of next review	October 2027

1. Purpose
We are committed to providing high standards of service to our members. However, we recognise that sometimes things can go wrong. This policy sets out how members and others can raise concerns or complaints and how we will respond.

2. Scope
This policy covers complaints about our services, activities, or conduct of volunteers acting on behalf of IPHAS. It does not cover internal volunteer disputes, which are managed separately.

3. Guiding Principles
a) All complaints will be taken seriously and handled fairly, confidentially, and promptly.
b) Complainants will not be disadvantaged for raising a concern.
c) We aim to resolve complaints informally where possible.

4. How to Make a Complaint
Complaints can be made:
a) In writing (email or letter)
b) Orally (in person or by phone)

Please provide:
- Your name and contact details and membership number
- A clear description of the complaint
- Any relevant dates or supporting evidence
- What outcome you are seeking

Contact details are shown at the bottom of this document.

5. Complaint Handling Process

Stage 1: Informal Resolution
If appropriate, we will try to resolve the issue informally through discussion. Most complaints can be settled at this stage.

Stage 2: Formal Complaint
If the issue cannot be resolved informally or is more serious:
- A written complaint should be sent to the Complaints Officer
- You will receive an acknowledgment within 7 days
- The complaint will be investigated and responded to within 21 days by the appropriate Team Leader.

Stage 3: Appeal
If you're unhappy with the outcome:
- You may request a review by a small panel (not previously involved) automatically of two Directors
- You will receive a final response within 21 days of your appeal

6. Record Keeping
A record will be kept of all complaints and how they were resolved. Personal data will be stored in line with our GDPR Policy.

7. Monitoring and Review
The management committee will review complaints annually to identify any trends or areas for improvement.

Contact details:
Email; membership@iphas.co.uk
Telephone; 0300 302 0129
By Post; IPHAS, 7 Poplar Drive, The Elms Retirement Park, Torksey, Lincs, LN1 2NW.