Innervation Trust/iSingPOP Complaints Policy (V1)

1. Introduction

1.1 This policy sets out the various ways in which complaints to The Trust/iSingPOP will be responded to and to ensure our employees know what to do when a complaint is received and that those wishing to raise concerns will be confident that issues will be progressed appropriately.

1.2 The overriding principles are that any complaint raised with the Trust/iSingPOP will be:

- Normally in writing, anonymous complaints will rarely be followed up. If telephone or email complaints are raised these will be followed up so that clear information is received/ agreed with the complainant (e.g. telephone notes that are taken).

- Responded to promptly and with confidentiality so that only those needing to know or be involved are included and in line with data protection rules.

- Investigated fairly and with pastoral care and sensitivity.

- Resolved as amicably as is possible in any situation with complainants asked where appropriate about how they would like their complaint resolved; but understanding how the decision making processes work.

- Reviewed by the Director.

- Reviewed at the end point to ensure learning takes place at organisation and any other appropriate level.

1.3 Complaints therefore can be made about issues of policy, action, or individual service/action by a member of staff or a Trustee/ Committee member.

1.4 Complaints cannot be made about decisions or actions that have been taken following statutory processes protocols and appeal processes.

1.5 Under no circumstances will the Trust accept vexatious, threatening or intimidating complaints made about any individual. These may be referred to the statutory authorities as appropriate.

2. Who can make a complaint and where should it be directed?

2.1 For complaints about a member of staff employed by the Trust these should be directed to the Director. Should an issue concern the Director it should be directed to the Chair of the Trustees. These will be followed up appropriately through the normal policies such as capability, and/or disciplinary for example.

2.2 For complaints about decisions taken by Trustee body concerns should be directed to the Chair of the Trustee body.

2.3 For complaints about the action of an individual member of a Board or Committee; these should be directed to the Chair of the Trustee body. Should an issue concern the Chair of the trustee body a concern can be raised with another Trustee member who may seek external advice and guidance.

2.4 For concerns relating to a school: these should be directed to the school's Chair of Governors so that the school's own complaints policy can be followed.

3. What will happen if a complaint is received?

3.1 A complaint received by email/letter will be acknowledged within 48 hours of receipt. The acknowledgement will state what further steps will be taken, and what the complainant can expect will happen next. (Complaints could be so varied, so it is

important that each is dealt with according to issue, need, level of seriousness, further information needed, etc.)

3.2 Where a complaint is taken by telephone, the details will be confirmed including name, address, contact details, nature of complaint – and this will be passed on to the appropriate senior manager/Chair to call back to confirm the details and seek any clarification or further information that would be needed to progress the complaint.

3.3 Paperwork relating to all complaints received will be kept by the Director for the duration of the process and stored within the provisions of the Trust's data policy/privacy and retention policy.

4. How will complaints be progressed and resolved?

4.1 Wherever possible complaints will be resolved amicably, professionally and with pastoral care and sensitivity.

4.2 Individuals making complaints will be dealt with courteously and professionally. Information will be clarified and any further information sought.

4.3 As appropriate where actions/decisions are taken in relation to a complaint these will be shared with the complainant. This will not include personal employment information about any member of staff.

5. What is the role of the Charity Commission?

5.1 The complainant can complain to the Charity Commission at any stage. The commission's involvement in looking at complaints is limited to issues that pose a serious risk of significant harm to a charity's beneficiaries, assets, services or reputation. Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx

6. Making a complaint

6.1 Written complaints may be sent to the Director of The Trust/iSingPOP or the Chair of the Trustees:

Miz Porter (Director)
Bishop Roger Morris (Chair of the Trustees)

Address: Unit 27 Cotteswold Dairy Estate, Dairy Way, Tewkesbury, Glos. GL20 8JE

6.2 To make a complaint via telephone the iSingPOP Office can be contacted on 01684 291635.

7. Reviewing this policy

7.1 The Director is responsible for ensuring this policy is. communicated to the team.

7.2 The Trustee body will review this policy annually or at any time it sees fit. Any changes will be posted on this page with a revised "Last Updated" date. We encourage you to review this policy periodically for any updates or changes.

8. Contact Us

If you have any questions about our Complaints Policy please contact us at office@isingpop.com.

This Complaints Policy was last reviewed and approved in April 2025.