

1. Complaints Policy

1. Introduction

We are committed to delivering high-quality services, but we acknowledge that sometimes things may go wrong. This Complaints Policy outlines our process for addressing concerns, feedback, and formal complaints in a fair, timely, and transparent manner.

2. Scope

This policy applies to:

- Tenants and service users
- Families or representatives of service users
- Staff, volunteers, and contractors
- Partner agencies or the public

Covers:

- Service dissatisfaction
- Staff or volunteer conduct
- Delays, errors, or breaches of policy

3. Principles

- **Accessibility:** Complaints can be made verbally, in writing, or electronically.
 - **Confidentiality:** All complaints are handled discreetly and in accordance with GDPR.
 - **Impartiality:** All complaints are investigated fairly and without bias.
 - **Responsiveness:** Acknowledgement within 5 working days; resolution within 14 days.
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