**EMPOWER ME TOGETHER**

 **Complaints Procedure Policy**

**1. Introduction**

Empower Me Together is committed to providing a safe and respectful environment for all individuals associated with our organisation. This policy outlines the procedure for raising and addressing complaints, ensuring that concerns are handled transparently, fairly, and promptly.

**2. Purpose**

The purpose of this policy is to:

Provide a clear and accessible procedure for raising complaints.

Ensure that complaints are addressed in a confidential and impartial manner.

Demonstrate our commitment to continuous improvement by learning from feedback.

**3. Scope**

This policy applies to all employees, volunteers, contractors, and participants associated with Empower Me Together.

**4. Principles of the Complaints Procedure**

Empower Me Together adheres to the following principles:

Accessibility: The complaints procedure is easily accessible to all individuals associated with the organisation.

Confidentiality: Complaints will be handled with sensitivity, and confidentiality will be maintained to the extent permitted by law.

Fairness and Impartiality: Complaints will be investigated impartially, and all parties involved will be treated fairly.

Timeliness: Complaints will be addressed in a timely manner, and individuals will be kept informed of the progress.

**5. How to Raise a Complaint**

Complaints can be raised in the following ways:

Verbally, by discussing the concern with a staff member or supervisor.

In writing, by submitting a written complaint to Angela Whiteley.

Anonymously, by using the anonymous suggestions box that will be available at each session.

**6. Handling of Complaints**

Initial Assessment: Upon receiving a complaint, an initial assessment will be conducted to determine the appropriate course of action.

Investigation: Complaints will be investigated promptly, impartially, and thoroughly. This may involve gathering relevant information and speaking to relevant parties.

Resolution: Empower Me Together will aim to resolve complaints as quickly as possible. Depending on the nature of the complaint, resolution may involve corrective action, changes to procedures, or other appropriate measures.

**7. Communication and Feedback**

Throughout the complaints process:

Complainants will be kept informed of the progress and expected timeline.

Opportunities for feedback on the resolution process will be provided.

**8. Escalation**

If a complainant is not satisfied with the resolution, they may request a review. This review will be conducted by Angela Whiteley or Roz Brown.

**9. Learning and Continuous Improvement**

Empower Me Together will use feedback from complaints to identify areas for improvement. Lessons learned will be integrated into organisational practices to prevent future issues.

**10. Protection against Retaliation**

Empower Me Together prohibits retaliation against any individual who raises a complaint in good faith. Retaliation is a serious violation of this policy and will be subject to disciplinary action.

**11. Review and Updates**

This policy will be reviewed annually and updated as necessary to reflect changes in legislation, best practices, and the evolving needs of Empower Me Together.