

Sense Complaints Policy

Version 3a

Introduction

1. We actively encourage feedback from anybody connected to Sense – people using our services, their representatives, customers and members of the public¹. All Sense employees have a responsibility to ensure that any complaints are received, acknowledged and resolved as quickly as possible.
2. Sense is committed to maintaining the highest quality and standards of support across all of its services and activities. When people comment on anything that we do we welcome their observations and listen carefully.
3. Sense will therefore provide an accessible system that enables people to tell us about anything they are dissatisfied with and know that they will not be discriminated against for doing so.
4. We will handle any information received confidentially, investigate fairly and will provide a clear explanation. If a complaint is upheld preventative action will be identified.

Making a complaint

5. If you are unhappy about anything Sense has done or provided we want to hear from you as soon as possible. It will therefore help us if you can inform any member of staff as soon as you become aware of a problem.
6. We will then look into the cause of your complaint and offer you an explanation together with an apology, if required, and what action we are going to take. Most issues can usually be addressed immediately and many day-to-day difficulties can be resolved straightaway.

If you remain dissatisfied

7. If having spoken to somebody and you remain dissatisfied we ask you to either:
 - Put your complaint in writing.
 - Log your concern on our website.
 - Call our free-phone telephone number.(See below for contact details)

¹ Donors should contact the Fundraising Department to receive information that complies to standards set down by the Fundraising Standards Board (FSB).

8. We will need to know some important information:

- The nature of your complaint
- When and where did the issue arise that led to your concerns
- The date on which you originally complained to the service
- Names of the people involved
- Any related concerns or comments you wish to bring to our attention

9. Once we have this information an appropriate manager will be assigned to investigate and will look thoroughly and promptly into your concerns.

Our response

10. Sense will endeavour to satisfactorily resolve any complaint as promptly as possible. We aim to formally acknowledge any complaint within 2 working days and respond fully as soon as we can and usually within 28 days.

11. If it becomes evident that a complex investigation will take longer we will contact you to explain the delay and keep you updated with regular progress reports.

Appealing to a Sense Director

12. If you continue to remain dissatisfied with our response, it will be passed on to the relevant Sense Director. The Director will review your complaint and examine the processes that have led to previous responses. If your complaint involves a Director it will be passed on to a relevant member of the Corporate Management Team.

Independent Review

13. If the complaint cannot be resolved by Sense, as a final resort it may be that you wish to pass on your concerns to an independent external body such as the *Commission for Social Care Inspectorate* or the *Fundraising Standards Board*. You can contact the relevant external agency at any time during the course of making your complaint.

Monitoring

14. Sense will monitor the range of complaints across the organisation to identify any learning opportunities and patterns. This will assist us in our future planning, enable us to promote best practice and further improve our services.

Useful Contact Details

Sense

101 Pentonville Road,
London,
N1 9LG
0845 127 0600 (Voice)
0845 127 0062 (Text)
www.sense.org.uk
info@sense.org.uk

Sense Policy and Quality Team

Summit Point Building
Roebuck Lane
Smethwick,
B66 1BX
0121 553 2967(Voice and Text)
Sense Free phone - 0800 731 9008

Regulatory Body:

To be completed by service
(The Sense Policy and Quality Team can advise you further on external regulators and relevant contact details).