

June 2025

Complaints Policy

General Principles

Horsham Matters aims to provide its customers, clients, service users, partners, suppliers and donors with the best possible service. However, there may be occasions when users of services feel the quality or level of service provided falls short of what can reasonably be expected.

The continued involvement and goodwill of our customers, clients, service users, partners and suppliers is of great value to us. If anyone has a complaint, we will encourage them to tell us about it.

Definition of complaint

A complaint is an expression of dissatisfaction about Horsham Matters' actions and can be made in person, by phone, by email or in writing. A copy of this policy is available on the Horsham Matters website.

This policy does not cover:

- ☐ requests for information or explanation of policy and practice
- ☐ matters for which there is a separate procedure
- ☐ a personal dispute or clash between individuals that does not involve Horsham Matters' business

Our response

If anyone has a complaint regarding any aspect of their dealings with us, they should talk first with the manager responsible for the particular area of work that they have a concern about. The manager will seek to resolve the complaint in the most efficient and effective manner possible.

If a complaint cannot be resolved to the satisfaction of the client by the manager responsible, the complaint should be put in writing to the Interim Managing Director either by e-mail or conventional mail. We will endeavour to

provide a full response within 14 days, but if our investigation requires longer we will notify the client within the same timeframe.

If a client would like to discuss any aspect of the response they may request a meeting with the Interim Managing Director. Any request for a meeting will be responded to within 48 hours and will normally be arranged within 7 days.

Should the client still not be satisfied with this response, they may notify the Interim Managing Director that they wish the complaint to be escalated to the Trustees. The Trustees will appoint two of their members who will review the initial investigation and provide a written response within 14 days of the receipt of the request.

If at any stage a client is unhappy with the way in which we are handling their complaint, they can contact the Charity Commission on <https://www.gov.uk/complain-about-charity>