

Downright Perfect (1200893)

Complaints and Concerns

Our contact details

Downright Perfect (registered charity number 1200893)
38 Russel Road
Bournemouth
Dorset
BH10 7HD
07792219250
hello@downrightperfect.org

1. Introduction

Downright Perfect is always looking for ways that we can improve the services we provide. We are committed to addressing any concerns or complaints raised fairly and effectively.

This procedure has been prepared and agreed by the trustees to ensure that any issues are dealt with properly and that we can learn how we can improve to avoid problems in the future.

2. Procedure

2.1. Receiving a complaint

Any concern or complaint regarding the charity, its trustees or its users should be made to the Chair of Trustees or another Trustee should the complainant feel more comfortable talking to a different Trustee.

If the complaint is received in writing, an acknowledgment must be sent immediately. If a complaint is received verbally, it may be appropriate to ask the complainant to put their concerns in writing so that they can be investigated with the benefit of the complainant's own words.

The complaint must be acknowledged within 72 hours of receipt and a copy of this policy provided to the complainant.

2.2. Investigating the complaint

The Chair /Trustee who has received the complaint shall appoint a second trustee to investigate the complaint with them.

A meeting must be arranged with the complainant within 2 weeks (or longer if the complainant cannot attend within 2 weeks). A written record should be made of the complaint either during the meeting or as soon after the meeting as possible.

Where appropriate, meetings should be held with all those involved to provide an opportunity for them to provide information to the investigation. Such persons will be provided with a copy of the complaint in advance or, if providing a copy of the complainant's words would not be appropriate, a summary of the complaint.

Any persons invited to a meeting shall be offered the opportunity to be accompanied.

Once full details of the complaint have been obtained, the Chair/Trustee who has received the complaint must arrange a meeting with the other trustees (or such trustees as is appropriate given the nature of the complaint). The Chair/ Trustee who receives the complaint must exercise their discretion as to which trustees it is appropriate to discuss the complaint with in the first instance to decide what action should be taken, if any.

2.3. Reporting

The investigating trustees shall produce a written report detailing the outcome of the investigation within 4 weeks (or longer if the process has been delayed as a result of delays on the part of the complainant only). The report shall be provided to the board of trustees (or such members as are appropriate given the nature of the complaint) who will review whether any changes to way in which Downright Perfect operates are required or whether there are any additional measures which need to be put in place. It is important that we learn from any issues raised.

A letter/email must be sent to the complainant explaining the investigation and outlining any action to be taken, where it is appropriate for the complainant to know such details.

Where an investigation reveals issues of misconduct relating to a trustee, they will be asked to resign.

Where appropriate, the relevant authority will be notified, i.e. Police, Social Services, Charity Commission.

This policy will be reviewed every two years

Original policy date: 21/05/2023

Reviewed: 28/04/2025

Signature

Emma Cross



Chair of Trustees

Date: 28/04/2025