

Complaints Procedure (events and activities)

If you think you have a complaint about *Signs of God*, please read this information

1. The Complaint

- A complaint may be made where someone feels that the *Signs of God* Aims, Beliefs, Values and Commitments (as stated in the 'Working Practices Document') have not been followed at a *Signs of God* organised event or activity.
- No responsibility can be taken for events other than those organised and delivered by *Signs of God*.
- Complaints that do not relate to the Aims, Beliefs, Values and Commitments will be returned and more detail requested.
- A complaint can be made in English or BSL, recorded (e.g. letter, video or electronic format) or in person.
- Complaints must include full contact details of who is complaining. Anonymous complaints will not be investigated.
- Complaints should be sent to:

The Administrator
Signs of God
3 Blenheim Court
Farnborough, Hampshire
GU14 7DS
Email: admin@signsofgod.org.uk

- Complaints should be made as soon as possible after the event; this should be within 6 weeks unless there are special reasons why it couldn't be done in this time.
- When received all complaints will be logged.
- All complaints will be acknowledged by letter or recorded in BSL, as appropriate, within 10 working days.
- All complaints will initially be investigated at a local level.
- At any time should the investigation uncover information that suggests a complaint of a serious nature the decision may be taken to pass the complaint directly to an external body for investigation. If this decision is taken all involved parties will be informed in writing.

2. Initial Investigation

- The Administrator will investigate the complaint to the best of their ability. This will always involve contacting all relevant parties and where necessary may include input from other *Signs of God* Members or Trustees, professionals or independent professional bodies.
- At this stage it may be clear that the complaint can be dealt with quickly by a simple apology or clarification by *Signs of God* in which case this will be carried out immediately and a record kept.

- If a satisfactory resolution cannot be reached then the complain will be referred for further investigation. (3 below)
- Where complaint relates to partner organisation (e.g. organisation purchasing the training) it will be passed directly to that organisation.
- The Administrator will endeavour to provide a full response stating what action will be/has been taken following the complaint within 28 working days, in an appropriate format. This response will include information to assist the person making the complaint if they are satisfied and wish further investigation to take place.

3. Further Investigation

- If for any reason the person making the complaint is not satisfied with the initial investigation they should then contact the Chair. This can be in the form of a letter or recorded media and should explain in detail any areas of the initial investigation that do not satisfy them, and why.
- Any such complaints will be acknowledged in an appropriate format, within 5 working days.
- The Chair or Secretary will conduct a further investigation of the complaint and/or initial investigation.
- A panel will be convened of a minimum of three persons to investigate the complaint. This panel shall consist of the Chair or Secretary, another Trustee and one other individual appropriate to the nature of the complaint. This may be the Administrator or an independent individual with relevant experience. At least one member of the Panel will be Deaf.
- The initial investigation will be re-examined and all concerned parties may be contacted to confirm, or provide further, information. In addition the following may be contacted as appropriate:
 - Members or Trustees not directly involved with the complaint
 - Independent professional bodies or individuals
- A full response stating what action will be/has been taken in response to the complaint will be made either by the Chair or the Secretary within 28 working days, in an appropriate format.

3. External Investigation

- If for any reason the person making the complaint is not satisfied with the further investigation they should again contact The Chair requesting that the complaint is passed to a relevant external body.
- Complaints that cannot be settled through the above procedure will be passed to the relevant external body. All involved parties will be informed in writing.
- Relevant external bodies will be determined by the nature of the complaint, for example:
 - Professional Interpreting Organisations
 - Charity Commission
 - Statutory bodies such as the Police.
- Documentation regarding the initial and further investigations, as well as any previous correspondence, will be made available to the external body undertaking the investigation.

Signs of God Complaints Procedure

Updated: coa June 2017