



HACS

Hillingdon Autistic Care & Support
Registered Charity Number 1066859

COMPLAINTS POLICY

HACS aims to deliver the highest quality service in all aspects of our work. However, we recognise that it is important to have a procedure whereby parents/carers, individuals using our services, the public, professionals and others with whom we work may make a formal complaint if they feel that our work falls short of a reasonable standard. Our procedure is set out below.

The charity endeavours that this formal procedure will be used as a "last resort". Every effort will be made to resolve differences by informal discussion between the parties directly involved.

The use of HACS complaints procedure will in no way diminish the statutory rights of a complainant.

Complaints Procedure

Any person wishing to make a complaint should contact the Chief Executive in writing, either via email or letter. If the complaint is regarding the Chief Executive, or a conflict of interest arises which would inhibit an impartial investigation by the Chief Executive; the complaint should be sent in the first instance to the Chair of Trustees.

The Chief Executive will acknowledge within seven working days and indicate to the complainant how the matter will be handled.

The Trustees will be informed of the existence of the complainant but will not be provided with full details at this stage.

The Chief Executive will as soon as possible take all practicable steps to ensure that the complainant and its background are fully investigated. Such an investigation will involve careful consideration of all relevant evidence and circumstances and may include:

- Meetings, telephone conversations and/or correspondence with the complainant
- Meetings, telephone conversations and/or correspondence with any person complained against
- Review of any paper-based or electronic evidence

The Chief Executive will allow a reasonable amount of time to the complainant or any person complained against to make submissions. When this time has elapsed the Chief Executive will proceed to make a considered decision on the complaint in the light of the evidence available.

H.A.C.S. will treat all complaints and responses to complaints on a strictly confidential basis and will urge all parties to do likewise.

Any complainant or any person responding to a complaint may be accompanied by a friend or advocate at any meeting called by the Chief Executive to consider the complaint.

Having carefully and objectively considered all relevant evidence and circumstances; the Chief Executive will provide a written decision on the complaint to the complainant, any person complained against and to the committee.

If a complaint is with regards to Recreation Services and the complainant feels unable to talk to HACS about their concerns, or they are unsatisfied with the outcome of an investigation into their complaint, Ofsted can be contacted directly on 0300 123 4666.