

Hazel Hill Trust

Complaints Procedure



1. Introduction

We always aim to provide a high standard of care in all our work at Hazel Hill Wood.

Our customers' views are important to us and help to ensure our work is consistently meeting your needs. If you are unhappy with anything it is important that you let us know.

If a complaint alerts us to possible abuse or neglect we will inform the Safeguarding Lead and relevant support services. The safeguarding team will decide how to investigate and monitor outcomes.

If a complaint is regarding an event held at the wood by an external client then the complaint should be directed to the course facilitator/organiser, unless the complaint is in reference to the venue, facilities, or transactions with Hazel Hill Trust.

2. Making a suggestion

Our preference is to respond to any suggestions or complaints informally, for example you may feel more comfortable about suggesting improvements rather than complaining formally.

In the first instance you should speak to the Education Manager, Elle Mount-Kingett: enquiries@hazelhill.org.uk.

A comments and suggestion box is available in the Oak House if you would rather make your suggestion that way.

3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us make improvements. We keep all complaints/complainant's information confidential.

Hazel Hill Trust assures customers that it will not withdraw or reduce opportunities because someone makes a complaint in good faith.

4. Escalation of complaints

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

5. How you can make a complaint

You can complain in person, by telephone, through a member of the team, by letter or email, or through an advocate or representative.

Where a suggestion or complaint is made we will respond within 5 working days

6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

7. Responsibility

The Education Manager has overall responsibility for dealing with all complaints.

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We will provide as far as is reasonably practical, any help you need to understand the complaints procedure or advice on where you may get that help.

8. How we handle complaints

The Education Manager may ask one of the team to investigate your complaint. That person will have enough experience to deal with the issues raised by the complaint.

We will keep you informed about the progress of the investigation. We aim to have all complaints resolved within 28 working days unless we agree a different time scale with you.

9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

10. Further steps

At any stage during the process, if you are not happy with the way we are dealing with your complaint you can contact General Manager at:

Marcos Frangos

General Manager

Hazel Hill Trust

2 May Cottages, Oxford Road, Sutton Scotney, Hampshire, SO21 3JJ

Marcos@wellspringchange.com

Tel: 07881 425 804

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