



Turtle Dove Cambridge Community Interest Company

Complaints Policy

Reviewed: May 2025

Review due: May 2026

Complaints procedure

Turtle Dove Cambridge (TDC) is committed to providing high quality services to our service users. We value feedback and use information learnt from it to help us improve the services we offer. If you feel something should be done better or improved please tell us – you should feel free to raise matters of concern without risk of disadvantage. This document describes our complaint procedure and how to make a complaint.

What is a complaint?

We regard a complaint as any expression of dissatisfaction about the standard of service provided by us.

What can I complain about?

You are free to raise a matter of concern about things like:

- the quality and standard of any service we provide
- failure to provide a service
- unfair treatment or inappropriate behaviour by a volunteer or staff member
- the failure of TDC to follow an appropriate administrative process
- dissatisfaction with TDC policies

Your complaint may involve more than one aspect of the above or be about someone working on our behalf.

What can't I complain about?

There are some things we cannot deal with through our complaint handling procedure. These include but are not limited to:

- a request under Freedom of Information or Data Protection legislation
- a request for information or an explanation of policy or practice from TDC which is legally required
- an issue which is being, or has been, considered by a court or tribunal
- a request for compensation only
- an attempt to have a complaint reconsidered where we have already given our final decision following an investigation

Who can complain?

Anyone who receives, requests or is directly affected by the services of TDC can make a complaint to us. We encourage anyone with a complaint to approach us directly, but can accept a complaint made on your behalf (e.g. through a friend or a family member) provided you give us your clear written authority to liaise with your representative, and provided you also give them clear authority to act on your behalf.

How do I complain?

You can complain in person, by phone, in writing, or by email. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue.

Please raise your complaint/concerns with a TDC Director so that they can try to resolve any problems on the spot. When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you would like us to resolve the matter

Is there a time limit for making a complaint?

Normally, you must make your complaint within six months of:

- the issue arising, or
- finding out that you have a reason to complain

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

Confidentiality

All complaints received will be dealt with confidentially and in accordance with our data protection and GDPR policy.

What will happen if I complain?

Our complaint procedure has two stages:

Stage 1 – Frontline Resolution

We aim to resolve complaints quickly. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

Where possible, you should raise your concerns with the relevant staff member. This can be done face-to-face, by phone, in writing or by email. We will give you our decision at Stage 1 within five working days, unless there are exceptional circumstances.

If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to Stage 2 of the complaint procedure. You may choose to do this immediately or shortly after you get our initial decision.

Stage 2 – Complaint

Investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation. We have a complaint form which will help you to state your complaint clearly to us. Although we will also accept complaints that are made in person or on the phone, we encourage you to complete the complaint form in the interests of clarity and in order to best assist the investigation process.

The complaint form and any supporting documents will be seen by the person investigating your complaint, by anyone named in the complaint and by relevant staff being complained about.

When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days and tell you who is dealing with your complaint
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days
- if you are not happy with the outcome of this process your complaint can be raised with the Board of Directors through the Complaints Officer via directors@turtledovecambridge.com.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

Getting help to make your complaint:

We are committed to making our service easy to use. In line with our statutory equalities' duties, we will always ensure that reasonable adjustments are made to help you access and use our services. If you have trouble putting your complaint in writing, or want this information in another format, such as large font or Braille, please let us know. You can contact our Complaints Officer via directors@turtledovecambridge.com.

or by writing to:

Turtle Dove Cambridge
Church of the Good Shepherd
Mansel Way
Cambridge
CB4 2ET