



Falcon

COMPLAINTS POLICY & PROCEDURE

Revised By:	Rachel Hall
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COMPLAINTS PROCEDURE: including staff guidelines

(Note: Staff Complaints - In general it is expected that complaints relating to employment can be dealt with through the Grievance procedure outlined in the Staff Handbook. However, this does not mean that staff cannot use this complaints procedure if they prefer.)

Our Commitment

We endeavour to provide an excellent service but understand on occasions our service users may face dissatisfaction. We believe it is everyone's right to complain and view complaints as a valuable source of feedback and an opportunity to learn, adapt and improve services for the future and where possible put things right for the complainant.

Falcon Support Services has a commitment to ensuring that all complaints are dealt with: -

- a. Discreetly
- b. Within set time limits
- c. Efficiently

We are also committed to ensuring that the complainant is kept informed about how the complaint is being dealt with at each stage.

This complaints policy can be used by Service Users, Volunteers and anyone who has contact with Falcon Support Services.

1: How to Complain

If someone is unhappy with our service in anyway, they should let us know. In the first instance Staff will endeavour to hear any grumbles and resolve any issues through support work and/or mediation to prevent it escalating to a complaint level. Many issues can be sorted out quickly and to the satisfaction of all involved. However, if an issue cannot be dealt with informally, the service user has the right to make a formal complaint on the appropriate form or in a letter sent to the Management Team.

Falcon Support Services will ensure that service users are aware of how to complain with an accessible complaints leaflet and policy for guidance. We will also ensure are staff are trained in how to deal with complaints.

1.1 Housing complaints

We are managing agents for several landlords and as such Falcon Support Services will advocate on your behalf with complaints, if you wish to take complaints directly to the landlord you are housed with you will find their contact details on your licence\tenancy agreement.

2: Dealing with a complaint

We hope that when dealing with a complaint one or more of the following outcomes can be achieved

- a. The complainant will feel they have been listened to.
- b. The complainant will feel that we have accepted their problems as important.
- c. When necessary, we will offer an apology.
- d. We will be able to offer a solution.
- e. We will be able to reassure the complainant that the same thing will not happen again.

Complaints may be received from outside the organisation, if this does happen email or post (with a self-addressed envelope) a copy of the external complaints form to the complainant including a copy of the complaints leaflet, explaining that it is important that it is returned signed for us to take suitable action and that it needs to be as complete as possible. On receipt of the returned form, normal procedures apply.

3: Complaints Procedure

Stage 1

In the first instance, any complaint should be made to the Management Team or to the Chief Executive Officer if the complaint is about the Management Team.

If the complaint is about the Chief Executive Officer then it should be sent to the Company Secretary who will forward it onto the Chair of the Trustees.

Any complaint should be acknowledged within **3 working days** of receiving it.

The organisation should send a written response to the complainant within 28 working days, or an explanation of why more time is needed to consider it.

Stage 2

If the complainant is not satisfied, they may complain to the Chief Executive Officer or the Chair of the Trustees, dependant on the initial reviewer, who should review the case and inform the complainant of the outcome within **28 working days**.

Stage 3

If the complainant is still not satisfied with the outcome of Stage 2, their complaint will be reviewed by the Board of Trustees. The complainant should then be informed of the outcome **within 30 days**.

Stage 4

If the complainant is still not satisfied with the outcome of stage 3, then it may be deemed appropriate to ask a third party to act as a mediator between the project and the complainant.

If this course of action is taken, then the outcome of this will be taken as settlement of the matter and no further action can be taken.

Falcon Support Services have a Complaints Log to record all received complaints and action taken. Complaints will be reviewed annually to identify any trends which require further action.

4: Staff Guidance

Listen

Really listening when someone has a complaint is important and people should feel able to tell you as much or as little as they wish. A good listener respects the complainant's decision about how much to tell.

Inform

Once you know what the complaint is, you may be able to deal with it immediately by offering standard advice or information available within the project.

You should ensure that the complainant has information about the complaint's procedure, which includes a simple explanatory leaflet.

You should **NOT** make promises on behalf of the project or organisation. People who are upset often want to hear reassuring words and it is tempting to give them but promises that cannot be kept can hurt more than no promises at all.

Refer

You should offer to refer people on to someone who can sort out the problem if you are unable to. This will either be a colleague, the scheme manager, or a member of the management committee. The complainant may choose to take the matter directly to a senior member of staff and you should assist them in doing this.

It may be that the complainant feels so relieved that you have listened that they do not want to take the complaint further.

But some complaints are so serious, complicated or cause so much distress that they need to be talked over and dealt with by someone else with responsibility to make or change decisions or policy. This does not mean that you have failed if someone wants to take the complaint further.

You should always allow the complainant to decide whether to go ahead with the complaint. What seems trivial to you may be important to the complainant.

Do & Don'ts

Do respect the person's right to tell you as much or a little as they want.

Don't redirect the person as soon as you know they want to complain if they want to talk to you.

Do concentrate on what the person is telling you.

Don't stop the person halfway though.

Do try to imagine how you would feel in their situation.

Do find out what the person wants the project to do.

Do tell the person about the complaint's procedure.

Don't make promises you may not be able to keep.

Do offer standard information when it is available and appropriate.

Don't say that nothing can be done

Do give the person leaflets about the complaint's procedure.

INTERNAL COMPLAINT FORM

NAME:**CENTRE:****DATE:****Key-worker**.....**Staff receiving complaint**.....**Making Your Complaint**

Do not worry about making a complaint. If you do not tell us about things that are worrying or upsetting you, we cannot help to put them right. You can complain about something up to six months after it has happened.

You may want someone to help you complete this form such as a family member, social worker or probation Officer. The Manager of your project can help you with this and provide you with a copy of the complaints policy.

Please write down your complaint in the space below giving as much detail as you can. You can also use a second page if required. Try to include any names, witnesses, days or dates, times and places that might help us to investigate your complaint properly, your complaint will be acknowledged within 3 working days and a manager will get back to you with an initial decision within 28 working days.

I would like Falcon Support Services to consider my complaint. I confirm that all the information I have given you is true and accurate to the best of my knowledge.

Service User signature.....Date.....

Staff signature.....Date.....

(Staff member to receive the complaint must sign the form also)



EXTERNAL COMPLAINT FORM

Please use this form to tell us about your complaint – so we can see if we're able to help you. If you're not sure about anything – or have any difficulties filling in this form – just phone us.

First, please give us your details and the details of anyone complaining with you

surname		title		title
first name(s)				
date of birth				
address for writing to you (include postcode)				
daytime phone			mobile	
home phone			email	

If you're complaining on behalf of a business, charity or trust please fill in these details

its full official name	
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If someone is complaining on your behalf (eg a solicitor or relative) please give us their details

their name		relationship to you
address for writing to them (include postcode)		
daytime phone		fax
their email		ref

When you have completed our complaint form – please send it back to us by post. Your handwritten signature is important to show us that you understand and agree to the declaration at the end of the form. You may also probably have other documents that you need to post to us with your completed form.

The Scheme or service you’re complaining about

please tell us the name and type of the service

Please tell us what your complaint is about

day month year

When did you first realise there might be a problem?

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What do you want Falcon Support Services to do, to put things right for you?

Please give us any other details that you think will help us understand your complaint

Finally, please read and sign this declaration

“

I would like Falcon Support Services to consider my complaint. I confirm that all the information I have given you is true and accurate to the best of my knowledge.

I understand that:

- you will need to handle personal details about me – which could include sensitive information – in order to deal with my complaint effectively.
- you may need to exchange information about my complaint with any other organisations that are relevant to the complaint.
- you may publish examples of where things can go wrong, based on real cases, but you will always respect my privacy and keep my personal information confidential.

”

Sign here

You need to sign, even if someone else is complaining on your behalf.

If you’re signing on behalf of a business, please give your job title.

Signature

date

signature

date

make sure you have ...

✓

included everything you want to tell us about your complaint

✓

enclosed copies of relevant documents

now please post to ...

FAO Jane Fele (Private)
27-31 Pinfold Gate
Loughborough
Leicestershire
LE11 1BE

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