JustUs Complaints Policy

1. Introduction

1.1. JustUs defines a complaint as an expression of dissatisfaction with service provision, a failure to provide an agreed service, a failure to deliver a service to the expected standard, or a failure to meet agreed timescales.

1.2. JustUs always seeks to provide a professional service of an excellent standard, but recognises that people may wish to register a complaint where they felt that they have not received a service which meets their requirements or expectations.

1.3. Information received in respect of complaints will be used to inform and improve service delivery.

1.4. This policy does not seek to knowingly create an unfair advantage or disadvantage, for anyone, either directly or indirectly.

2. Aims & Objectives

2.1 The overall aim of this Policy is to ensure that those who wish to make a complaint can do so without difficulty. JustUs will therefore:

2.2.1. Provide a clear explanation of complaints process whenever dissatisfaction is expressed.

2.2.2. Respect, and abide by, confidentiality.

2.2.3. Define timescales for responding to, and resolving, complaints.

2.2.4. Monitor, evaluate, and record performance in respect of dealing with complaints, and take appropriate action to make improvements where so required.

2.2.5. Ensure that the complaint is dealt with professionally and in line with the Complaints process.

3. Complaints Process

3.1. Complaints can be made in person, by telephone, or by email. A Complaints Form is available for use from JustUs officers or can be downloaded from the website, although JustUs will accept a complaint in any format. Assistance will be provided to those requiring help to complete the form through speaking directly with staff or by contacting JustUs by telephone, in person, or by email.

3.2. JustUs will endeavour to resolve complaints fairly and effectively at each stage of the Complaints Process

3.3. The Complaints Process has two stages. Any Complaint received in writing will be acknowledged in writing within 5 working days.

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3.4. **Stage 1** – It is hoped that JustUs will resolve complaints informally in the first instance. A caseworker will respond to the complaint as quickly as possible, and within 10 working days, and will inform the Trustees that a complaint has been received.

3.5. **Stage 2** – If the complaint is not resolved at Stage 1, it will be passed to the Trustees for consideration and a response will be given within 20 working days.

3.6. Should the Complainant be dissatisfied with the outcome of the complaint, they will be advised of the right to contact the relevant body funding that service and / or the Charity Commission.

3.7. If it is deemed that longer timescales are required in order to fully investigate the complaint, the complainant will be informed within the above timescales of when a full response will be given. In exceptional circumstances, there may be cause to fast-track a complaint through the process. Those dealing with the complaint will be mindful of any safeguarding issues raised and make safeguarding referrals to the relevant body as required.

3.8. In some circumstances, mediation may be offered where it is considered to be the most appropriate method of resolving a complaint.

3.9. All complaints will be considered, except:

3.10. Where a complaint is already going through a court or tribunal

3.11. Where the complaint is being pursued in an unreasonable manner

3.12. Where the complaint concerns a matter that occurred over 12 months ago

3.13. The above list is not exhaustive and there may be other exceptions. If a complaint cannot be investigated, a written explanation will be sent to the Complainant.

4. Monitoring & Accountability

4.1. The complaints process will be monitored at least annually by trustees to gauge effectiveness, and action will be taken to rectify identified shortfalls

4.2. Complaints and feedback will be used to identify gaps and improve service delivery

4.3. Relevant information concerning complaints and areas of improvement will be published annually

This policy shall be reviewed every year.

Adopted:	June 2015
Last Reviewed	January 2026
Next Review date:	January 2027

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