

# Complaints Procedure

Liberate aims to provide its members, volunteers and service users with the best possible service. However, we recognise that there may be occasions when people may feel that the quality or level of service provided falls short of what they could reasonably expect.

We hope to resolve any difficulties or complaints informally and as quickly as possible. In the first instance, we would expect you to raise any complaint directly with the member of staff concerned. The more formal procedure outlined below is intended for use by members and other users of our services, where informal communication has not resolved the problem.

## What should you do?

The complaint should be made either in person, or by telephone, letter or email to the Chief Executive Officer (CEO) who will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the CEO the complaint should be addressed to the Trustees (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

## What will Liberate do?

The CEO (or Trustee) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the CEO (or Trustee) will agree to any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustees.

If the appeal is found to be justified, the appeal panel will agree to any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The CEO (or Trustee) will keep the Trustees informed of the number and nature of complaints, and the outcomes. They will report to the Board on this at least annually.

If you have a complaint, contact:

Liberate, PO Box 395, St Peter Port, Guernsey, GY1 3FR

CEO | Ellie Jones | [ellie@liberate.gg](mailto:ellie@liberate.gg) | 07839202201

Please also let us know if you are happy with Liberate's services.

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