

Complaints Statement

August 2023

If you are unhappy about the services that we provide we want to hear about it - without your feedback, we cannot improve.

Our commitment to you

Sophie Hayes Foundation aims to maintain integrity in everything we do. However, should you wish to raise a complaint, or have concerns that our conduct has been dangerous, against the law, or breached ethical or professional codes, please get in touch.

Concerns raised are viewed by Sophie Hayes Foundation as a positive feedback tool giving our organisation the opportunity to adapt and respond

How the system works

At Sophie Hayes Foundation we have a dedicated Complaints Lead, the Head of People and Culture, who is responsible for making sure that all complaints are logged and actioned, and who will monitor complaints to make sure that they are being dealt with.

How to make a complaint

Participant Complaints

If you are a Sophie Hayes Foundation participant on the Employability Programme or a CREW member and are unhappy with, or have concerns regarding our services, please speak to a member of staff, such as your employability programme coordinator. If the complaint/concern is related to the staff member, our services provided, or if you feel the answer from staff is unsatisfactory, please get in touch via the details below.

Professional Complaints (non-programme participants)

If you would like to raise a concern relating to Sophie Hayes Foundation services, please inform the person providing the service by email, telephone or letter in the first instance. If you are uncomfortable speaking with the person providing the service, or are unhappy with the outcome, please contact our Complaints Lead on detail below.

- Email: complaints@Sophiehayesfoundation.org
- Telephone: 07511 404274

The Complaints Lead will log the complaint and you will be contacted within 2 working days confirming that the complaint has been received.

We will seek to resolve all minor concerns/incidents within 5 working days of the concern/incident being reported and will communicate the outcome with you at the first opportunity.

If you are not satisfied with the outcome, please let the Complaints Lead know. The complaint will then be progressed so that a member of the senior management team and an appointed employee can investigate it for you.

Acting on results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

Your voice

We hope you agree that most of the time we do provide a good quality service. We value all feedback and would also like to hear from you about what you think we do well. You can complete our [FEEDBACK FORM](#)..

You can view our Privacy Policy [here](#).