SWA 04
Complaints
Policy

SWA 04	Complaint Policy
Owner	Chair – House Committee
Last Reviewed	15/01/2025
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Version	v2 2025

King Edward VI Almshouses
Abbey Lane
Saffron Walden
CB10 1DE

Introduction

KEVI CORPORATE TRUSTEE LIMITED (hereinafter referred to as '**the Trustee**'), a company limited by guarantee incorporated in England and Wales (company number: 10178525), whose registered office is at Almshouse Office, King Edward VI Almshouses, Abbey Lane, Saffron Walden CB10 1DE, in its capacity as the sole corporate trustee of King Edward the Sixth and the Reverend Joseph Prime Almshouse Charity (registered charity number: 210590) has adopted the following policy with regard to complaints.

The aim of the policy is to ensure that the complaints process is flexible and responsive to the needs of individual complainants. The policy seeks to ensure that:

- Complaints are listened to and treated with courtesy and empathy
- Residents will never be disadvantaged as a result of making a complaint
- Complaints are investigated promptly, thoroughly, honestly and openly
- Appropriate solutions are put in place
- Complaints handling complies with confidentiality and data protection policies

Complaints may be made by anyone.

The Trustee will be unable to deal with an issue through the complaints process if:

- a complaint relates to a legal matter that is already being dealt with by a statutory authority/ solicitor or other advisor.
- the complainant is anonymous, unless there is sufficient evidence, or reason, in the discretion of the Trustee to allow the complaint.

People should be encouraged to raise minor complaints informally in the first instance, preferably verbally via one of the Managers, as this can lead to better understanding and very often to a quick resolution of the issue.

If the complaint cannot be resolved quickly or if the complaint is more serious, it should be made in writing. A written complaint should include sufficient detail to enable the Trustee to investigate.

Complaints should be made to one of the Managers in the first instance, who will acknowledge receipt of a written complaint within 10 working days, including an indication of the next course of action and a provisional timescale. The Trustee will seek to resolve the complaint as quickly as possible.

If the complainant is not satisfied with the outcome, they have 10 working days to submit a written appeal. The appeal will be dealt with by the Trustee which will convene a special meeting within 10 working days of the appeal being submitted.

The Trustee will then respond in writing to the complainant within 10 working days, advising the actions taken to resolve the complaint.

A resident who displays threatening or abusive behaviour or language (whether verbal or written), that causes staff, residents or Directors of the Trustee to feel threatened or abused, or one who continues to contact the Office with unreasonable demands during/following a complaint investigation, may have their appointment set aside.

This policy does not work in isolation. It connects and interlinks at a minimum with the following policies, procedures and documents:

- SWA 02 Anti-Social Behaviour Policy
- SWA 16 Safeguarding policy
- Letter of Appointment or Licence to Occupy
- Residents' Handbook