



Somewhere to Go Ltd  
St John's Church Hall, 4a Boulevard, Weston-super-Mare, BS23 1NA

April 2025

### **G04 Complaints Policy - V.2**

Somewhere To Go Ltd is a charity with the aim: to relieve poverty and distress among the most disadvantaged in the community, by providing a space where people can feel welcome and comfortable and create an environment which will enhance self worth & self esteem. To offer nourishing food, clothing; to facilitate access to medical & welfare services; help with housing and benefits.

#### **Responsibility**

The Board of Trustees has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.

It is the responsibility of line managers to communicate the requirements of this policy and procedure to their employees. All staff including volunteers must comply with this policy and other associated policies and procedures. It is the staff members responsibility to ensure that they have read and understood all the relevant policies and procedures and if for any reason they are unclear they seek the guidance of their line manager.

This policy will enable Somewhere to Go to demonstrate its commitment to keeping safe the vulnerable adults with whom it works.

#### **Scope**

This policy applies to all Somewhere To Go Ltd staff and volunteers working in all properties owned or managed by Somewhere To Go Ltd, who are supporting or helping to deliver Somewhere To Go services.

#### **Queries**

If there are any queries relating to this policy please contact the Board of Trustees.

#### **Definitions**

For the purpose of this policy a complaint is defined as: an expression of dissatisfaction, whether justified or not, about any aspect of Somewhere To Go Ltd.

#### **Policy**

Somewhere to Go Ltd aims to provide its members, organisations, and individuals with the best possible service. We positively welcome suggestions you may have for how we can

G04 Complaints Policy

Charity Registration number 1080963

Company registration number 3928387

Telephone: 01934 641880



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improve our service. Usually, a word with the person at the point of service delivery will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can resolve the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

### **Procedure**

If your complaint is in relation to a ban or exclusion you have received please see the Exclusion Policy and Banning Policy for information of how to appeal an exclusion or a ban.

If you have a complaint to make, it should be made to the Charity Services Manager who will try and resolve the issue informally.

If the issue is serious or you are not satisfied after raising it with the Charity Services Manager you should make a formal complaint to the Board of Trustees. If you are currently under a ban or exclusion from Somewhere To Go Ltd services then contact should be made with the Board of Trustees.

Your complaint should be made in writing, marked 'Private & Confidential', and sent to the Day Centre by post or email (see below for contact details). The Board will acknowledge receipt in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint, Somewhere To Go Ltd can arrange this for you.

A member or members of the Board of Trustees will investigate your complaint and communicate the results of your complaint within a reasonable time (normally within 21 days).

If the complaint is related to a specific person or persons they will be informed and given an opportunity to respond.

You have the right – if dissatisfied with the result of the inquiry – to request to put your case in writing or personally to a panel composed of at least three members from the Somewhere To Go Ltd Trustee Board, including the Chair of the Board. If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. The panel also has the right to have an advisor present.

The decision of the panel will be final.

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Where appropriate, the Board of Trustees will make a written apology to the complainant and agree to any further action necessary to make good the cause of the complaint.

All formal complaints and the response made to them will be recorded and filed in a secure place.

The Trustee Board shall be informed by the Charity Services Manager at the first available meeting of the number and nature of any informal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of the Somewhere To Go Ltd self-evaluation. The Somewhere To Go Ltd complaints procedure will be available to organisations and individuals who use its services.

Any complaint in relation to incidents involving or relating to ongoing police investigation, or criminal or civil court proceedings will not be reviewed until the completion or closure of the cases.

#### **Contact information**

Formal complaints can be made in writing by post to:

The Board of Trustees, Somewhere To Go, St. John's Church Hall, 4a Boulevard,  
Weston-super-Mare, BS23 1NA

Or by email to:

[trustee@somewheretogo.net](mailto:trustee@somewheretogo.net)

#### **Policy Review**

This policy will be reviewed every 2 years in accordance with government and local publications.

This policy will be reviewed in March 2027.