



Registered in England and Wales as a company limited by guarantee, number: 6034599  
Registered charity number: 1122254

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## Complaints Policy

### Introduction

The members of CLASP may, on occasion, not be entirely satisfied with the services received and may wish to suggest ways in which our services can be improved. Others such as families, staff, neighbours, people in the community and other professionals may also have concerns or issues they want to raise.

CLASP considers that every complaint and/or suggestion made, either formally or informally, is a matter for concern.

This policy tells people how to raise a concern or how to make a complaint and what action will be taken as a result. It says what CLASP employees and Trustees will do in response to a complaint.

### Policy

It is the policy of CLASP that our services will always try to provide a quality of support which recognises the rights of an individual to:

- ✓ Privacy
- ✓ Dignity
- ✓ Respect

Information about how to complain will be provided to all members and people support, and displayed in an appropriate and accessible place within the CLASP office, as well as on the CLASP website so that anyone who wishes to make a complaint, knows how to do so.

CLASP commits to ensure we provide information about how to complain in easy read.

Please note that CLASP also has a Whistleblowing Policy, in the event that staff, trustees or volunteers wish to raise a concern about a wrong-doing within CLASP.

### Raising a concern

It is important that CLASP learns as quickly as possible about any concerns that people may have.



To raise a concern, please tell a member of the staff team. He or she may be able to sort out your concern straight away or explain to you why it cannot be dealt with immediately.

If you are not happy with the response to your concern, speak to CLASP's CEO. You may wish to see this person alone or you can choose to have someone with you.

If the CEO has not addressed your concern or your concern is about the CEO, then you will need to raise a written complaint.

### **Making a complaint**

If you are at all unhappy with any aspect of the service you receive, you can make a complaint.

To make a complaint you will need to notify the CEO in writing, letter or email, including details of your complaint.

If you prefer, you can ask a friend or relative to write to the CEO on your behalf.

The Trustees will be made aware of complaints received, status and actions.

If the CEO cannot resolve the complaint, it will be passed to the Chair of Trustees.

### **What will happen if I make a written complaint?**

When CLASP receives a written complaint, an acknowledgement is sent within 5 working days of it arriving in the office. Staff aim to investigate and sort out the complaint within 15 working days, and a letter will be sent to you to explain the outcome of the investigation. If the complaint is of a more complex nature and needs more than 15 working days to sort out, you will receive a letter telling you of the progress to date. This letter will include a date when you can expect a final answer.

### **What if I am not satisfied with the outcome?**

You can look for guidance from the Charities Commission:

<http://www.charitycommission.gov.uk/detailed-guidance/protecting-your-charity/conflicts-in-your-charity-a-statement-of-approach-by-the-charity-commission/>

### **Recording of complaints**

A record of written complaints will be kept on CLASP's Record of Complaint form. All complaints will then be shared with the Board of Trustees through the Chair, for review, confirmation of the action taken and any follow up required.

A full record of formal written complaints is kept and is available for inspection by the Board of Trustees and any relevant external agencies on request.



All complaints should include the following information:

- Date complaint received
- Method of complaint
- Name and contact details of the person making the complaint
- Name and contact details of the person receiving the complaint
- Details of the complaint
- Action taken
- Method of resolution (how it was sorted out)
- Names, job titles and dates CLASP Trustees were informed
- Names, job titles and dates of external agencies informed about the complaint
- Date complaint closed

Appendix 1: CLASP Record of Complaint form

Appendix 2: Supporting a person facing a complaint

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**Updated by:** Claire Metcalfe, on behalf of the Trustees  
**Date of Update:** December 2025  
**Date of review:** April 2027