



# SP-UK

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SUICIDE PREVENTION UK

Suicide Prevention UK

## Complaints Policy

2024

Contents

Introduction ..... 2

Principles ..... 2

Scope ..... 2

Definitions ..... 3

Complaints, Our Objectives ..... 3

Reasonable Adjustments and Disability Awareness ..... 3

Roles and Responsibilities ..... 4

Where to Complain, leave a Comment or Compliment Us ..... 4

Complaints Procedure ..... 5

    Stage 1 ..... 5

    Stage 2 ..... 5

    Stage 3 – Local Resolution Exhausted ..... 6

Providing Other Feedback ..... 6

Monitoring and Reviewing ..... 7

## Introduction

We sincerely hope that there should never be the need to complain about our service, but in the unlikely event then any complaints will be dealt with in a friendly, warm, and professional manner.

Beyond complaints, we welcome all feedback on what we are doing, whether related to what we are good at, who in the organisation is adding value, what our stakeholders would like to see more or less of or general feedback on how we can improve.

This policy aims to provide all stakeholders of Suicide Prevention UK with a means to make a complaint, give a compliment, or provide other feedback and outlines how we manage such information.

## Principles

- We believe that our stakeholders (anyone who is affected by Suicide Prevention UK's work) have a right to tell us what they think about what we do and how we do it.
- We are committed to using this feedback as it helps us to improve.
- We will always try to resolve difficulties informally, but in some circumstances, we will escalate the issue and deal with it as a formal complaint.
- We aim to resolve all complaints promptly and sensitively.

## Scope

This policy applies to all staff, including employees, volunteers, and others working for or on behalf of the charity.

This policy is not designed to be used as a means for staff to raise grievances about their working terms or conditions, and we redirect staff to their team leads or supervisors if this is the case.

Safeguarding concerns should be raised with the Safeguarding Officer, Marianne, at [safeguarding@spuk.org](mailto:safeguarding@spuk.org) and not under the policy.

This policy is made available to all stakeholders on request in order for them to provide feedback and/or make a complaint.

## Definitions

A **complaint** is any expression of dissatisfaction which requires a response.

A **complainant** is a person making the complaint, whether on behalf of themselves or another.

The person about whom the complaint is made is referred to as the **subject**.

## Complaints, Our Objectives

Our objective is simply not to have any complaints and maintain complete stakeholder satisfaction; however, in the unlikely event of any issues - we have outlined our complaints procedure below. We will endeavour to resolve all complaints promptly at no additional cost to the complainant.

There are some areas, however, that we cannot control or be held responsible for:

- Any failures from third parties when due diligence in using their services has already been undertaken.
- Conflict between parties that we have no influence over.
- Complaints outside of the scope of members of the organisation to resolve.

If a serious allegation is made, Suicide Prevention UK will self-refer to any appropriate bodies/authorities to ensure that such complaints are dealt with, escalated, and investigated transparently and appropriately.

## Reasonable Adjustments and Disability Awareness

Any complainant or companion who requires a reasonable adjustment to access this policy or participate in the complaints procedure will be accommodated, where practicable, by implementing reasonable adjustments.

This policy may be provided in other, more accessible formats on request.

We also ask that complainants be aware that our staff may have disabilities and request that they be treated with dignity and respect during the complaints process.

## Roles and Responsibilities

All staff are responsible for:

- Responding to complaints and feedback warmly and professionally.
- Providing first-line assistance in the event of harm.
- Recording the details of complaints, compliments or general feedback made in person or over the telephone.
- Passing complaints, compliments, and other feedback to the Manager promptly.

The team leaders, supervisors and the Chair are responsible for:

- Reviewing all complaints, compliments, and general feedback in a timely manner.
- Using feedback to shape the service where appropriate.
- Passing on compliments to the recognised parties.
- Feeding back where comments, complaints, or suggestions warrant it.
- Managing more serious complaints within the procedure below.
- Provide further support in the event of harm.
- Seek and obtain mediation and/or specialist assistance where necessary.
- Self-referring Suicide Prevention UK to the relevant professional and/or governing body as required.
- Conducting reviews of the issues raised in complaints and, where necessary, implementing an action plan to prevent a recurrence.

## Where to Complain, leave a Comment or Compliment Us

**Address:** Suicide Prevention UK, Suite 601, 179 Whiteladies Road, Bristol, BS8 2AG.

**Telephone:** 0800 689 5652

**Email:** [info@spuk.org](mailto:info@spuk.org)

**Online Form:** <https://www.spuk.org.uk/contact-us/>

A copy of this policy must be made available to all persons requesting a copy in person, via post, or via email.

# Complaints Procedure

## Stage 1

Complaints may be made in person, over the telephone, by email or in writing.

Notification of a complaint may be made to any member of staff and will be passed on to the management team in a timely manner for review.

The receiving staff member must, where appropriate, offer an apology and provide immediate support to the complainant.

The complaint will be logged and securely filed for record-keeping and future reference.

The management team will then proceed to investigate the complaint and consider options for a resolution of the complaint should the complainant not be satisfied with the initial apology.

Complaints relating to a staff member will, in most circumstances, require a fact-finding interview to understand their recollection of the event.

When the investigation has concluded any necessary corrective and/or preventative actions will be detailed to ensure that lessons are learnt.

The objective at this stage is a speedy informal resolution of the issue and any proposed resolutions will be considered carefully. Our goal is to reply with a resolution within 7 working days of a complaint being received.

A letter of conclusion will then be sent to the complainant outlining the findings and proposing a resolution, and the complaint will be considered closed.

## Stage 2

If we cannot resolve the issue to the complainant's satisfaction within Stage 1, this issue will be escalated to a formal resolution stage, where we may request the complaint be served formally in writing.

If required, we will complete a more thorough investigation to find the root cause of the issue by collecting further witness statements evidence, and conducting further interviews.

At this stage, a meeting should be arranged with the complainant by a member of the management team (and/or the Chair and a Trustee) at the earliest mutual convenience.

During this meeting, we will seek to explore the resolution proposed by the complainant and disclose any further evidence found during any subsequent investigations.

At this stage, we will again seek to agree on a satisfactory resolution with the complainant; however, resolutions must be fair, measured, and appropriate. Therefore, any proposed resolutions we consider to be excessive and unbalanced will not be considered.

We may seek the guidance of professional bodies and other 3rd party arbitration to reach a satisfactory resolution in a stalemate situation.

Our goal is to reply with a formal resolution within 10 working days of moving from Stage 1 to Stage 2; however, this may be longer.

The facility to agree on a timeframe with the complainant will not be seen as a means of unduly extending the process of responding to complaints but rather as a means of setting a realistic timescale given any circumstances which may arise, the timescale of the investigation, the time required to seek third party guidance, and the arranging of a mutually suitable time to conduct the meeting.

### Stage 3 – Local Resolution Exhausted

If neither Stage 1 nor 2 reached a resolution, Suicide Prevention UK will consider the complaint to be closed as all local resolutions have been exhausted.

At this stage, the complainant may wish to explore other routes of making a complaint against the business or its staff through regulatory or governing bodies.

Our regulatory body is the Charity Commission, whose contact details can be found here:

<https://www.gov.uk/government/organisations/charity-commission#org-contacts>

### Providing Other Feedback

To make a comment about our service, complement our team or recognise an individual, simply contact us using the contact details above.

Comments and compliments given in person or over the telephone will be recorded by our staff and passed to the management team.

If we feel that a comment should be raised as a complaint or handled under another policy, we will write to the complainant and inform them of the alternative route in which their feedback is being dealt with.

All comments and compliments will be reviewed and used to shape our service in the future.

We aim to respond to the individual providing feedback within 30 working days when a response is required.

## Monitoring and Reviewing

This policy should be reviewed periodically to ensure that it remains compliant with current legislation, meets best practices, and is not discriminatory.

Suicide Prevention UK will monitor the number of complaints and the type of complaints received.

The results of monitoring will be reviewed by the senior management at regular meetings.

Where evidence or trends indicate that our culture, policy, procedures, or workforce require intervention, an action plan will be initiated.

Policy Date: March 2022

Review Date: April 2024

Next Review: April 2025

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Dated and Signed by the Chair and Founder of Suicide Prevention UK:

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