

Complaints Procedure



The children and Young people attending Simon Says Child Bereavement Charity are of paramount importance and their welfare must be considered at all times.

Simon Says ensures commitment to the children and young people accessing its services along with the relevant parent, carer or guardian.

We aim to offer group and on occasion individual emotional support and care, practical advice and provide an environment conducive to **'Helping you to help yourself'**.

Many concerns can be resolved quickly by an informal approach to the Chief Operations Officer or a Trustee member. In the unlikely event that this does not achieve the desired result the following procedure should be used:

Procedure

1. The adult with responsibility for the child or young person (The adult) should discuss their concern(s) with the Chief Operations Officer or named trustee for complaints.
2. If the outcome is not satisfactory or the concerns reoccur, the adult should put the detail of their concerns in writing to the Chair of Trustees, Simon Says Child Bereavement Charity.
3. In the first instance The Chair will respond in writing within 14 days of receiving the letter, having conducted an initial investigation.
4. If the situation cannot be resolved in writing a meeting will be arranged between the Chair, the named trustee and the adult to try to reach a solution.
5. The Chair may be required to conduct a full investigation and arrange a further meeting.
6. An agreed written account of any meeting and its outcomes will be signed by all in attendance.
7. All concerns or complaints made to Simon Says Bereavement Charity will be recorded and monitored so as any patterns can be identified and resolved.
8. All concerns or complaints made to Simon Says Child Bereavement Charity will be stored securely and made available to the charity commission on request.

Simon Says Child Bereavement Charity believes that most complaints are made constructively and can be resolved at an early stage. It is Simon Says intention that all complaints are treated seriously and dealt with in a fair and consistent manner.

If you wish to take a concern or complaint beyond Simon Says you will need to contact the Charity Commission.