

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 Child Bereavement CIO 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.

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

Procedure

- 1.** The complainant should discuss their concern(s) with the Chief Operations Officer or trustee for complaints., who will record the details of the complaint and the discussion.
- 2.** If the outcome is not satisfactory or the concerns reoccur, they should put the detail of their concerns in writing to the Chair of Trustees, Simon Says Child Bereavement Charity, Chatmohr Estate Office Village, Crawley Hill, West Wellow, Hampshire, SO51 6AP.
- 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, a trustee and the complainant 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, retained and monitored so 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.

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