



# maytree

**We're open to suicidal feelings**

## **COMPLAINTS PROCEDURE FOR EXTERNAL STAKEHOLDERS**

Maytree takes seriously complaints from all stakeholders, both internal and external to the organisation. This complaints procedure is intended for referrers, partners, funders and other agencies involved with Maytree. The procedure aims to ease the complaints process and to ensure that all complaints are dealt with promptly, fully and transparently. Verbal and written complaints are treated differently as set out in this procedure.

### HOW TO MAKE A COMPLAINT

1. If you are making your complaint over the phone or in person, the Operations Coordinator or volunteer you are talking to will write down the details. If you are a guest or potential guest these notes will be placed on your file.
2. If you are passing your complaint to a volunteer, they will pass the information on to the Operations Coordinator, who will call you back within 24 hours.
3. The Operations Coordinator will work with you to try to resolve the issue informally.
4. If you are unsatisfied with the informal resolution, the Coordinator will ask you to put a formal complaint in writing to the Director via email or post.
5. The Director, or the Director's representative, will make a written acknowledgement of your complaint within 48 hours, and inform you that an investigation will ensue, and a full response be given within 10 working days.
6. If you are still unhappy at this stage, the Director will ask for this to be set out in writing as a response to the Director's written findings. This response must be made within 20 working days.
7. When the Director receives written confirmation that you are unhappy with her findings, she will ask you to put this in writing to Maytree's trustees (addressee: 'The Trustees'; postal address: 72 Moray Rd. London. N4 3LG) or by email to [Maytree@maytree.org.uk](mailto:Maytree@maytree.org.uk)

8. The Chairman and one of the Trustees will review and investigate your complaint and respond fully within 10 working days.