The People's Recovery Project Complaints Policy

Last Updated: January 2025 **Date of Next Review:** January 2026

Introduction

At the People's Recovery Project we seek to build sustained recovery for people experiencing homelessness and addiction. Our project is designed to create an alternative pathway and package of support for people experiencing homelessness and addiction into residential detox and rehab: co-designed and co-delivered by our community members with lived experience.

Whilst we make every effort to meet peoples' expectations, circumstances may arise where an individual has a concern and wishes to bring this to our attention. We will take all reasonable steps to resolve the situation, in everyone's best interests. For very serious concerns, such as an individual's safety or wellbeing being placed at immediate risk, take such action as is appropriate. For example, by calling the emergency services.

The purpose of this policy is to guide people who may wish to make a complaint about the support they have received from The People's Recovery Project.

Informal Complaints

Anyone who has a concern should initially raise this with a member of our team at the time, as this enables us to respond and deal with an issue quickly. Any member of the team, who is made aware of a concern, will seek to resolve this and meet any reasonable expectations the individual may have, ideally to their satisfaction. If unable to the team member will make a note of the following:

- The complainant's name and contact details, unless they are unwilling to provide these.
- The nature of their concern and anything that they wish to be done about it.
- The circumstances surrounding the complaint, including when, where, any action that was taken and the details of others who were present/involved.

The team member will advise the complainant that their concern will be passed to a member of the leadership team.

Formal Complaints

Where an individual wishes to make a formal complaint, they should write to, or email either Ed Addison or Nathan Rosier:
ed@thepeoplesrecoveryproject.org / nathan@thepeoplesrecoveryproject.org

THE PEOPLE'S RECOVERY PROJECT

To help resolve the complaint as quickly and effectively as possible, the individual making the complaint should do so as soon as possible and should include in it:

- Name, organisation (if relevant), address, telephone number and email.
- If you do not wish to be contacted in a particular way, please let us know and we will of course respect this.
- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- What it is you felt to be unsatisfactory.
- What you believe should be done to address your concern.

We aim to acknowledge your complaint in a timely manner before proceeding to investigate your complaint. The person investigating your complaint will have the relevant knowledge and experience to consider the issue objectively and fully. If necessary, specialist advice will be sought. Where clarification of further information is felt to be necessary, the person investing will contact the complainant to request this.

Following completion of the investigation, a written report will be submitted to the leadership team for review. A response will be sent within 14 working days. If this is not possible a holding reply will be sent after 14 days advising when we estimate the investigation will be completed. The complaint response will explain our findings and what action we will be taking, or have already taken.

If the complainant is not satisfied with the response, they may appeal the decision to the Board of Trustees, by writing to the Chair, David Brown: david@unfeasible.world

The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this. A decision will be notified within 28 days and will be final.

Wider Action

Irrespective of the outcome of any complaint, the person investigating will consider if there is any requirement in respect of wider action and/or statutory reporting to the Charity Commission, H&SW Executive, other regulator, or the Police.
Consideration is also to be given to whether any changes should be made to policies, procedures, training etc to see if anything might reasonably be done to prevent a similar issue arising in future.

Complaints Against the Leadership Team or the Board.

If you wish to make a complaint about a trustee or one of the leadership team please send this directly to the Chair of Trustees, David Brown.

The formal complaints process above will be followed and the deadlines met, if at all possible. However, as board members are volunteers and most have busy jobs, investigating and responding to a complaint may take slightly longer.

Staff Complaints

For issues raised internally by staff or volunteers please see the Staff Handbook for guidance

Potential Financial Claims

If a complaint may potentially result in a claim for compensation, such as damage or loss to property, or personal issue, our insurers are to be notified.

Confidentiality

The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act.

Availability

This policy is to be available to view on our website and given to anyone who advises that they wish to submit a complaint.

Recording of Complaints

Minor complaints do not need to be recorded, as long as these are satisfactorily resolved, but the details of any unresolved and all complaints relating to beneficiaries are to be recorded in the Complaints Log by the person receiving the complaint.

The Complaints Log is to be reviewed by the leadership team and reported to the Board at each quarterly board meeting.

Serious complaints are to be reported to the Chair of the Board of Trustees within 48 hours. . Although not exhaustive, complaints about any of the following would always be treated as serious:

- Risk of serious injury or harm.
- Discriminatory behaviour, such as sexism, racism or homophobia.
- Bullying or sexual harassment.
- Substantive breaches of safety, such as H&SW or safeguarding procedures.
- Substantive data protection breaches.
- Fraud or other criminal acts.
- Any complaint against an individual that falls within our definition of gross misconduct.