



## EYST COMPLAINTS POLICY (21)

EYST aims to provide high quality services that meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

### **If you are not happy with EYST please tell us**

- If you are unhappy about any EYST service, please speak to the relevant staff member, manager or CEO.
- If you are unhappy with an individual in EYST sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the CEO.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

### **Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please fill our digital complaints form below


<https://forms.office.com/Pages/ResponsePage.aspx?id=squwDDjJwUy4PwYwJk9aZMPZTKQffrJFkyBrTcTKsZIUNDMzNEE0MzNCTVdITEJXQ0o5S0ozRUpDOC4u>

All written complaints will be logged. You will receive a written acknowledgement within five working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered. We will then keep you informed about progress every 15 working days.

If after we have responded you are not satisfied, please write to the CEO or the Chair. If the complaint cannot be resolved, the Chair will report the matter to the next Trustee meeting, which will decide on any further steps.

Finally, please also let us know if you are happy with EYST's services.

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All complaints will be treated confidentially. Please note we cannot accept anonymous complaints and only complaints which are accompanied by a name will be processed