

# The Odell Trust (Registered Charity)

The Odell Centre, Plimsoll Street, Kidderminster, Worcs. DY11 6TZ  
Tel: 01562 69683 Fax: 01562 861328 [info@odellcentre.org.uk](mailto:info@odellcentre.org.uk)



## Complaints Policy and Procedure

The Odell Trust aims to provide everyone with the best possible service. We believe we achieve this most of the time: if we are not getting it right, then 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 if for any reason you are not satisfied with your dealings with the Trust. This is what you should do if you want to bring a matter to our attention.

Firstly, if you are unhappy about any part of our service, please speak to the relevant staff member or the Manager. If you are unhappy with a specific individual, 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. Often we will be able to solve the issue informally straight away and provide you with a satisfactory answer. When the matter is more complicated we will give you at least an initial response within five working days.

### Making a formal complaint

1. If you are not satisfied with our response or wish to raise the matter more formally then please contact the Manager. If the complaint relates to the Manager, then all contact should be addressed to the Chair of Trustees.
2. Your complaint can be made verbally either in person or by telephone, by email or in writing to the Manager. The complaint will be logged and you will receive an acknowledgement in writing within three working days. If you need an interpreter or advocate to help you make your complaint, the Odell Trust can arrange this for you.
3. The Manager will, in consultation with the Chairman or other Trustee, investigate the complaint. 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.
4. If, after we have responded, you are not satisfied with the outcome you can request to put your case in writing or personally to a panel comprising at least three members from the Odell Trust's Trustee Board. These members will not include the Chairman or the person who has already investigated your complaint.

If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an independent advisor present).

**The Odell Trust: A Private Company Limited by Guarantee**

**Registered Office: The Odell Centre, Plimsoll Street, Kidderminster, Worcs. DY11 6TZ**

**Company No: 10371450**

**Registered Charity No: 1170810**

**Visit us at [www.odellcentre.org.uk](http://www.odellcentre.org.uk)**



5. Where appropriate, the Odell Trust will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.
6. All formal complaints and the response made to them will be recorded and filed in a secure place. The Trustees will be informed by the Manager at the next Board meeting of the number and nature of any formal complaints and their outcome. Consideration will be given to the implications these have for the planning and management of future services, as part of The Odell Trust's quality review system.

In the event of a member wishing to make a complaint, the Manager will appoint a member of staff to support the member to make the complaint following the procedure outlined above.





**The Odell Trust's complaints policy and procedure will be available on our website and in written form on request.**

Signed Ann Masters  
**Ann Masters**  
**Chairman**

Date 1/11/21

Ref No. P018 v2.0



Review Date July 23


 **Complaints**  **Policy**  **and**  **Procedure**





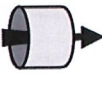


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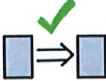




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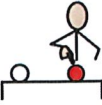



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 In order to  ensure our  services remain at a  high and  improving







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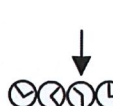

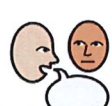
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 speak to the relevant staff member or the Manager. If you are





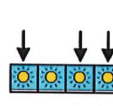

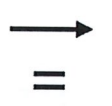







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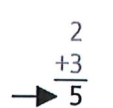









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 Making a formal complaint

1. 








 1. If you are not satisfied with our response or wish to









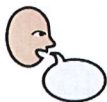



 raise the matter more formally then please contact the Mnager. If













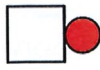















 the complaint relates to the Manager, then all contact should be






 addressed to the Chair of Trustees.






2. 







 2. Your complaint can be made verbally either in person


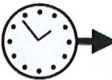



 or by telephone, by email or in writing to the Manager.

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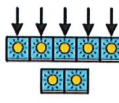
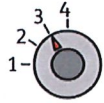



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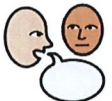







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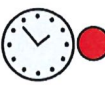


  investigate  complaint. The  is to 












 complaint  and  you  reply  **10**




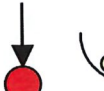
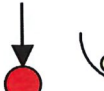




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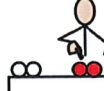




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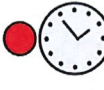


 informing  you  of the  action  taken  to  date  or being considered.

4.  If,  after  we  have  responded,  you  are not  satisfied  with






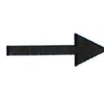
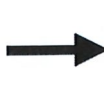


 the  outcome  you can  request  to  put  your  case  in  writing  or

 personally  to a  panel  comprising  at  least  three  members  from

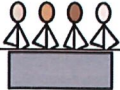








 the  Odell  Trust's  Trustee  Board.  These  members  will not  include

 the  Chairman  or the  person  who  has  already  investigated  your





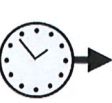




 complaint.






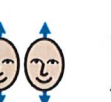
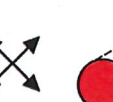


 If  attending  personally,  you  have  the  right  to be  accompanied




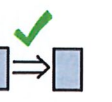



 by  a  friend  or  advocate  to  help  put  your  case.  (The

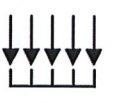


















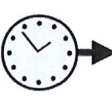




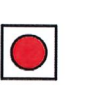





 present).

5. 









6. 



















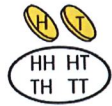

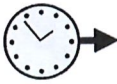

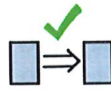


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 outcome. Consideration will be given to the implications these











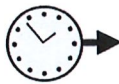








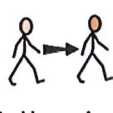


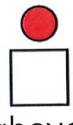


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














 to make the complaint following the procedure outlined above.






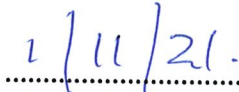



 The Odell Trust's complaints policy and procedure will be











 available on our website and in written form on request.





 Signed



 Date 1/11/21.




 Ann Masters - Chairman



 Ref No. P018




 Review Date July 23.