



SKY Autism Support Malvern

Complaints Procedure

Approved by: Board of Trustees

Approval date: July 2026

Review date: July 2028

Purpose

SKY Autism Support Malvern aims to provide a welcoming, supportive and inclusive environment for everyone who attends our groups and activities.

If something goes wrong, or you are unhappy with any aspect of our service, we want to hear from you. We will listen respectfully, investigate concerns fairly and use feedback to improve what we do.

This procedure should be read alongside our Complaints, Concerns and Compliments Policy.

How to Raise a Concern

Many concerns can be resolved quickly through an informal conversation.

If you feel comfortable doing so, please speak to:

- A group leader or volunteer at one of our sessions.
- A trustee.
- Ruth by email at ruth@skyautismsupport.com.

We will do our best to resolve concerns promptly and respectfully.

Making a Formal Complaint

If your concern cannot be resolved informally, or you would prefer to make a formal complaint, please contact:

Ruth

Email: ruth@skyautismsupport.com

Please include as much information as possible, including:

- your name and contact details (unless you wish to remain anonymous);
- what happened;
- when and where it happened;
- who was involved (if known);
- what outcome you would like.

Complaints may be made by email, in writing or verbally if this is easier. We will make reasonable adjustments for anyone who needs support to communicate their complaint.

What Happens Next?

Step 1 – Acknowledgement

We will acknowledge your complaint within **five working days**.

Step 2 – Investigation

A trustee or appropriate person who has not been directly involved in the matter will review the complaint.

This may include:

- speaking with those involved;
- reviewing any relevant information;
- requesting further information if necessary.

We will treat everyone fairly throughout the process.

Step 3 – Response

We aim to provide a written response within **twenty working days**.

If the investigation takes longer, we will explain why and keep you updated.

If You Are Still Unhappy

If you are dissatisfied with our response, you may request that the complaint is reviewed by the Chair of Trustees or another trustee who has not previously considered the matter.

The review will consider whether:

- the complaint was investigated fairly;
- the procedure was followed correctly;
- the decision was reasonable.

Following the review, we will write to you with our final decision.

Confidentiality

We will treat complaints confidentially wherever possible.

Information will only be shared with those who need it in order to investigate the complaint or where safeguarding or legal responsibilities require us to do so.

Safeguarding Concerns

If your complaint involves the safety or welfare of a child, young person or adult at risk, we may need to follow our Safeguarding Policy and share information with the appropriate agencies.

Where possible, we will explain this to you.

Anonymous Complaints

We will consider anonymous complaints where enough information has been provided to investigate them.

However, we may not be able to investigate fully or provide feedback if we do not know who has made the complaint.

Unreasonable or Vexatious Complaints

SKY Autism Support Malvern recognises that almost all complaints are made in good faith.

If there is clear evidence that a complaint is deliberately false, malicious or intended to harass volunteers or trustees, the Board of Trustees may decide to end correspondence or take other appropriate action.

Learning from Complaints

Every complaint is an opportunity to improve.

The Trustees will review complaints regularly to identify trends, improve services, update policies where necessary and ensure volunteers receive any additional support or training required.

Complaints Record

The charity will keep a confidential record of:

- the date the complaint was received;
- the nature of the complaint;
- action taken;
- outcome;
- date the complaint was closed.

These records will be stored securely in accordance with our Data Protection Policy.