



SKY Autism Support Malvern

Complaints, Concerns and Compliments Policy

Version: 2.0

Approved by: Board of Trustees

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Review date: July 2028

1. Purpose

At SKY Autism Support Malvern, we are committed to creating a welcoming, inclusive and supportive community for autistic people and their families. We value feedback and believe that listening to compliments, concerns and complaints helps us improve what we do.

We encourage anyone who uses our services, volunteers with us, or works alongside us to tell us when they feel we have done something well, or when they feel we could have done better.

We will treat all feedback fairly, respectfully and without discrimination.

2. Scope

This policy applies to:

- Children and young people attending our groups.
- Adults attending our groups.
- Parents, carers and family members.
- Volunteers, trustees and staff.
- Members of the public and partner organisations.

This policy covers all activities organised by SKY Autism Support Malvern, including support groups, community events and online activities.

3. Our Principles

We will:

- Listen carefully and respectfully to all concerns.
- Treat everyone fairly and without discrimination.
- Respond as quickly as reasonably possible.
- Keep information confidential wherever appropriate.
- Learn from feedback to improve our services.
- Make reasonable adjustments to ensure everyone can raise a concern in a way that works for them.

Making a complaint will not affect someone's ability to continue accessing our services unless there are exceptional circumstances relating to safety or wellbeing.

If a complaint raises a safeguarding concern, it will also be managed in accordance with our Safeguarding Policy.

4. Compliments

We are always pleased to receive compliments and positive feedback.

Compliments help us understand what we are doing well, recognise the contribution of our volunteers and trustees, and continue developing our services.

Compliments may be given verbally or in writing and will be shared with those involved where appropriate.

5. Raising a Concern or Complaint

We encourage concerns to be raised as soon as possible.

Concerns or complaints can be made:

- In person to a group leader or volunteer.
- By email.
- In writing.
- Through a parent, carer, advocate or representative if preferred.

If someone needs support to make a complaint because of communication differences, disability or other circumstances, we will make reasonable adjustments wherever possible.

6. How We Will Deal with a Complaint

We aim to resolve concerns informally wherever appropriate.

Where a formal complaint is made, we will:

1. Acknowledge receipt within **five working days**.
2. Consider the information provided and, where appropriate, speak with those involved.
3. Carry out a fair and impartial investigation.
4. Provide a written response, normally within **twenty working days**.

If additional time is needed, we will explain why and keep the complainant informed of progress.

7. If You Are Not Satisfied

If you are unhappy with our response, you may ask for the complaint to be reviewed by the Chair of Trustees or another trustee who has not previously been involved.

Their decision will normally be final.

Nothing in this policy prevents anyone from contacting an appropriate external organisation where necessary, particularly where safeguarding or criminal matters are involved.

8. Confidentiality

Complaints will be handled sensitively and confidentially wherever possible.

Information will only be shared with those who need to know in order to investigate the complaint or where we have a legal or safeguarding duty to do so.

9. Anonymous or Malicious Complaints

Anonymous complaints will be considered where enough information is provided to allow an investigation, although it may not always be possible to fully investigate or provide feedback.

The charity recognises that almost all complaints are made in good faith. Where there is clear evidence that a complaint has been made deliberately and maliciously, the Trustees may take appropriate action to protect the charity, its volunteers and those who use our services.

10. Learning from Feedback

Complaints, concerns and compliments provide valuable opportunities for learning.

The Trustees will review feedback regularly to identify:

- recurring issues;
- opportunities to improve our services;
- additional training or support that may be needed;
- examples of good practice that should be shared.

Where appropriate, changes will be made to improve the experience of everyone who uses our services.

11. Monitoring and Review

The Board of Trustees is responsible for ensuring this policy is implemented and reviewed regularly.

This policy will normally be reviewed every two years, or sooner if legislation, guidance or orga