



# Complaints Policy and Procedure

Date: May 2023

Date of Review: May 2025

## Introduction

Eating Distress North East (EDNE) aims to provide its users, other organisations and individuals with the best possible service. However, we recognise that, from time to time, there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect. If you have a complaint to make, we would like you to tell us about it so that we can improve services for the future and promote a culture of ongoing learning.

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from complaints to help us improve the service we provide. We treat all complaints in confidence. EDNE assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

This policy is for use by anyone who wishes to make a complaint about EDNE services, and to support EDNE staff to understand the procedure to follow if they are contacted by someone wishing to submit a complaint.

It is not intended for use by internal staff or volunteers/trustees who should follow EDNE's Grievance Policy.

## Complaint against an employee or volunteer:

- The complaint should be made in writing either via e-mail or post to the Chief Executive Officer Email: [anne.fry@edne.org.uk](mailto:anne.fry@edne.org.uk) Post: 5 Pink Lane, Newcastle, NE1 5DW.
- The complaint will be listened to and dealt with as quickly as possible. This will be recorded as part of complaints monitoring processes.
- If the complaint is not resolved to the complainant's satisfaction, the CEO with an independent witness (usually a board member) will arrange to meet separately with the complainant and the employee/volunteer concerned, within five working days where practicable. This meeting will be recorded in writing.
- The CEO will produce a written report of the investigation with any evidence within 28 days and inform both parties of the decision.

- Where the complaint is upheld, the CEO will discuss appropriate action with the employee. If necessary, disciplinary action will be taken in accordance with EDNE's Disciplinary and Grievance procedures. The complainant will be notified in writing of the decision.
- The CEO will notify the Board of Trustees of the complaint and the action taken.

#### Complaint against the CEO or Board Member:

- If the complaint is about the CEO or a member of the Board of Trustees then the complaint should be sent in writing, marked 'Confidential', to the Chair of Board at the EDNE address above.
- On receipt of the complaint the Chair and another member of the Board will arrange to meet separately with the complainant and the CEO/board member, within five working days where practicable. The meetings will be recorded in writing.
- The Chairperson and independent Board member will investigate any evidence and reach a decision and make a written report within 28 days.
- Where the complaint is upheld, the Chairperson will discuss appropriate action with the CEO. If necessary, disciplinary action will be taken in accordance with EDNE Disciplinary and Grievance procedures.
- The complainant will be notified in writing of the decision.
- A report outlining the action taken, but not the detail of the complaint, will be submitted to the next Board meeting.