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## Complaints Procedure

### Introduction

Sanctus St Mark's is committed to support refugees and people who are seeking asylum in the UK. We aim to walk alongside people who find their way to us, from all around the world, in a non-judgmental and safe environment.

Sanctus recognises the rights of all people to make a formal complaint about the services that they receive or about Sanctus in general.

### Purpose of the complaints procedure

To provide dissatisfied individuals (users, volunteers, staff and/or visitors) with a means for consideration of a complaint and if appropriate, a redress.

To constructively monitor and improve the services which Sanctus provides.

To make sure that Sanctus operates to the best of its ability.

### How to complain

All complaints will be dealt with by Sally Smith at [sally.smith@lichfield.anglican.org](mailto:sally.smith@lichfield.anglican.org) telephone 07962 025659 or Jayne Knapper at [JayneKnapper@hotmail.co.uk](mailto:JayneKnapper@hotmail.co.uk), telephone 07794 279191 who will be available to discuss any concerns with you. It is their responsibility to make you aware of your rights and responsibilities, and to ensure that this procedure is adhered to.

In the first instance the aim will be to resolve the issue informally. If this is not adequate, a formal written complaint will be made.

If you would like to make an informal complaint, please talk to your coordinator or other person as appropriate. If you wish to make a formal complaint, please see Sally Smith or Jayne Knapper.

At any stage during the complaints procedure you are entitled to help by a representative of your choosing.

## **Stage One**

Please try to discuss your complaint with a member of Sanctus e.g. your coordinator, who will try to resolve the issue within 48 hours if possible. We hope that we can resolve most issues at this early stage.

## **Stage Two**

If you feel your complaint has not been resolved satisfactorily in stage one or if you feel your complaint warrants a formal written complaint, please ask for a complaint form from Deana Korwin-Kochanowski at [sanctus.st.marks@outlook.com](mailto:sanctus.st.marks@outlook.com), telephone 07540 779667

A complaints form needs to be addressed to Sally Smith or Jayne Knapper. We will aim to provide a response within five working days.

## **Stage Three**

If you feel that your complaint has then not been resolved satisfactorily, you may appeal to the Chairman of the Board - Richard Priestley at [rjp@rjpriestley.plus.com](mailto:rjp@rjpriestley.plus.com), telephone 01630 653444 who will aim to provide a response within five working days.

## **Confidentiality**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Sanctus maintain confidentiality. However, the circumstances giving rise to the complaint may be such, that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

**March 2018**

