



Heart Wood CIO

Complaints Policy

Version:	4
Reviewed:	31 July 2026
Next review:	31 July 2027

Background

Heart Wood aims to provide the best possible service. However, we recognise that from time to time there may be occasions when people feel that the quality or level of service provided falls short of what they could reasonably expect. This procedure sets out what people who feel they have a complaint should do, and how Heart Wood will deal with this.

How to make a complaint

Stage 1

We hope you will feel able to discuss the complaint fully with the person concerned, or with another suitable member of the Heart Wood team. We believe that in most cases this should be sufficient to resolve most issues.

Stage 2

If you still feel you are not satisfied, you should make a complaint to Heart Wood's Chair of Trustees. If your complaint is about or involves the Chair of Trustees, the complaint should be made to the Heart Wood Manager. Contact details are below.

Your complaint will be acknowledged in writing within 10 working days.

You should include the following details in your complaint:

- The specific area, service or resource to which the complaint applies.
- Your name and contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.
- Please let us know if you have already reported the complaint, and if any action was taken previously.



What Heart Wood will do

Stage 2

Heart Wood's Chair of Trustees (or the Board of Trustees on their behalf, in the Chair's absence, or if the complaint is about or involves the Chair) will investigate the complaint and communicate the results of the investigation to the complainant within 6 weeks.

If the matter is complex and we need more time, we will explain the reason for the delay and agree a revised timeframe with you.

The decision of the Chair or the Board of Trustees is final.

Monitoring complaints

Heart Wood's Manager will keep the Board of Trustees informed of the number and nature of complaints and the outcomes.

Making a complaint at Stage 2

If you have a complaint at Stage 2, please use the contact details below, marking it "For the Attention of The Chair of Trustees" and "In Confidence".

Sue James (Chair of Trustees)

Email: sue.james@gmail.com

If your complaint is about or involves the Chair of Trustees please use the contact details below, marking it "For the Attention of The Heart Wood Manager" and "In Confidence"

Emma Ponsford (Heart Wood Manager)

Email: emma@heartwoodcharity.org

If you prefer you can post your complaint (marking it "In Confidence") to Heart Wood at the following address:

Heart Wood Charity
12 Woodside
Hexham
NE46 1HU

We ask for the complaint to be in writing but if that is difficult for any reason please contact Emma (Heart Wood Manager) on 07813 814644 to discuss an alternative method.