

Complaints information:

Complaints can be made anonymously. These will be reviewed in the same way as any other complaint but we will not be able to let you know what we have done. Please note, making your complaint anonymously will also mean we have no way of seeking further background information from you that could help us in resolving your complaint.

We will record what your complaint is about, your contact details and acknowledge your complaint within five working days. This information will be held securely on our internal Complaints and Compliments system with access limited to Hft staff relevant to your complaint.

We will tell you who will review your complaint and a date to expect a response. This should be within 28 days from the date of your complaint was received.

We will let you know if it is going to take longer than 28 days and explain why this is and provide a revised date.

If we pass your complaint to another agency or organisation (because we are required to by law or contract to do this) we will let you know. We will give you as much information as we can about who will be handling your complaint.

In our response to your complaint we will:

- describe what was found and acknowledge if any mistakes were made.
- Inform you of any changes that will be made as a result of your complaint
- give you as much information as possible balanced against necessary confidentiality and compliance with our legal and statutory duties

If for any reason you are not satisfied with the outcome you can ask for further review by contacting complaintsadmin@hft.org.uk (please remember to quote the complaint reference). The person who will carry out the review will contact you and provide a date they will respond. This is usually within 28 days from the date you tell us that you are not satisfied.