



Updated: July 2025
Next update due: July 2027

Complaints Policy & Procedure

The Pearl Exchange CIO views complaints as a chance to put things right for the person or organisation that has made the complaint as well as an opportunity to learn and improve for the future.

Definition of a Complaint: A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of The Pearl Exchange.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use.
- To make sure everyone knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

If you have a complaint please follow the procedure set out below:

1. Who may complain?

- Anyone who is affected by the activities of The Pearl Exchange.

2. What information should the complaint contain?

- The background to the complaint of any particular incidents i.e. what happened, where and on what date.
- Help us to help you - any complaints of a malicious nature will not be considered.

3. Making a complaint

- If possible, talk informally to the person most directly involved in the situation you wish to complain about and as soon as possible after the situation arises. You should, in any event, make your complaint within one calendar month of the event.
- To initiate a formal complaint you must complete the complaint form at the end of this document.
- Completed forms should be passed to senior management or a Trustee.
- A full and considered response will be made within 30 calendar days of receipt of your complaint.

- If you are dissatisfied with the decision you may refer the matter to our Board of Trustees and the outcome will be reported to you in writing. The Trustees can be contacted via trustees@thepearlexchange.org.uk

4. What you can expect from us

We will:

- Deal impartially with your complaint within the time frames set out above and in a polite and straightforward way.
- Maintain confidentiality throughout the complaints process, revealing information to others only to the extent necessary to complete a proper investigation and make a considered response and keeping the record of your complaint separate from other records.
- Ensure that no complaint made in good faith will be used to your disadvantage in the future.

Date created: October 2022

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COMPLAINT FORM

Personal Details

Title:

Name:

Address for correspondence in connection with the complaint:

Postcode:

Telephone/Mobile number:

Email:

Outline of complaint:

Please explain here what steps you have taken:

As part of the investigation of your complaint any members of staff mentioned will be made aware of the complaint, as will the senior management of the company.

Declaration

I declare that the information given in this form is true, and that I would be willing to answer further questions relating to it if necessary.

Signed:

Date:

PLEASE RETURN THIS FORM TO: fliss@thepearlexchange.org.uk OR Trustees@thepearlexchange.org.uk