



## Complaints Procedure

The Ripple Pond is committed to ensuring that we do the best we can for our members. But, sometimes, things can go wrong. When you think something has gone wrong, we want you to tell us. We will investigate the circumstances and, if we have directly affected or wronged you, we will try to sort things out with you. If what we are doing, or have done, is not right, we will also make adjustments to what we do.

Informal concerns can always be raised by contacting the office ([0333 900 1028](tel:03339001028) or [admin@theripplepond.org](mailto:admin@theripplepond.org))

If you wish to lodge a formal complaint, you must write to us setting out the details of your complaint. This can be done:

by email to [director@theripplepond.org](mailto:director@theripplepond.org) or by letter (to our head office) addressed to:

The Director  
The Ripple Pond  
Mandora House  
Louise Margaret Road  
Aldershot  
GU11 2PW

Once we receive your complaint, we will follow a five-step process outlined below:

- Step 1** Within four working days of receiving your complaint, we will write to you acknowledging receipt and enclosing a copy of this procedure.
- Step 2** We will investigate your complaint; this will normally be done by our Director and one of our Trustees.
- Step 3** Within 15 working days of the completion of Step 1 (or longer by mutual agreement, typically where the circumstances to be investigated are complex, or relevant individuals are not available for acceptable reasons) you will be invited to a meeting to discuss your complaint with the intention of resolving it. If you do not want a meeting, or one is not possible, we will send you a written response to your complaint (including how we propose it be resolved); this will be done within five working days of it being agreed that a meeting will not take place.

**Step 4** The meeting takes place. Ideally this will be face-to-face, but we understand that this will not always be practicable. A video-based meeting is a suitable alternative (eg using Skype or WhatsApp videocall) but we will only agree to a telephone meeting in exceptional circumstances. You are entitled to be accompanied at the meeting by a ‘supporter’ (but note that this person may not a solicitor or other legal representative, nor contribute to the discussion in any way).

**Step 5** Within three working days of the meeting, we will write to you to confirm what took place and any agreed outcomes; this may be by email or letter.

At this stage, if you are not satisfied with how your complaint has been dealt with, you should contact us again and we will arrange for The Chair of the Board of Trustees to review the steps taken to investigate and resolve your complaint. The Chair of the Board of Trustees will provide our final position on your complaint within 14 working days of receiving your request for review.

If you are still not satisfied, you can then contact:

Charity Commission for England & Wales <https://forms.charitycommission.gov.uk/raising-concerns/>

or

Scottish Charity Regulator <https://www.oscr.org.uk/contact-oscr/charity-concern-form/>

Notes:

1. In most circumstances, neither the Charity Commission for England & Wales nor the Scottish Charity Regulator will investigate a complaint until the complainant has exhausted the charity’s full complaints procedure.
2. The above process assumes that your complaint is not about the Director or the Chair of the Board of Trustees. If it does relate to either of these two people, we will work with you to ensure your complaint is dealt with appropriately and sensitively. Please contact our office in the first instance: (0333 900 1028 or [admin@theripplepond.org](mailto:admin@theripplepond.org))