****

**COMPLAINTS POLICY**

**Purpose of this policy**

The OHMI Trust aims to provide high quality services, which meet the needs of our beneficiaries. We believe we achieve this most of the time however welcome all feedback to help the Trust continuously improve. Whether you are happy with our services or if you think we are not getting it right, please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if, for any reason, you are not satisfied with your dealings with the Trust.

**If you are not happy with OHMI please tell us**

If you are unhappy with an individual at OHMI sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, or you feel there is a wider issue, then speak to the General Manager or a Trustee. Please email admin@ohmi.org.uk or write to The OHMI Trust, 29 Woodbourne Road, Harborne, BIRMINGHAM, B17 8BY. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

**Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to the General Manager. If your complaint is about the General Manager, please write to the Chair of the Board of Trustees. All written complaints will be logged. We will aim to provide a written acknowledgement within five working days.

We aim to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, we will provide an interim response informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, so we can will decide on any further steps to resolve the situation.

Most recent policy review: May 2023

Next review due: May 2028