

Hackney Quest complaints policy 2026

1. Statement of intent

Hackney Quest is committed to delivering high-quality services and maintaining positive, respectful relationships with young people, families, staff, and the wider community.

We recognise that there may be occasions where our service does not meet expectations. We welcome feedback, including complaints, as an opportunity to learn, improve, and strengthen our practice.

We are committed to:

- listening to concerns and taking them seriously
- responding promptly, fairly, and transparently
- treating all individuals with respect throughout the process
- using feedback to improve our services

2. Aims

- to provide a clear and accessible process for raising concerns or complaints
- to ensure all complaints are handled fairly and consistently
- to promote openness and accountability
- to resolve issues as quickly and effectively as possible
- to ensure no individual is treated unfairly for raising a concern

3. Legal and safeguarding framework

This policy should be read alongside:

- Safeguarding Policy
- Behaviour Policy

Where a complaint raises safeguarding concerns, safeguarding procedures will take priority and be followed immediately.

4. Scope of the policy

This policy applies to complaints about:

- the services provided by Hackney Quest
- the behaviour or conduct of staff or volunteers

It applies to all service users, parents/carers, partners, and members of the public.

5. Types of feedback

We recognise three types of feedback:

Comments

- can be positive or negative
- are usually informal
- are shared with relevant staff to support learning and improvement

Concerns

- indicate dissatisfaction requiring action
- are addressed by the appropriate manager
- may involve follow-up or informal resolution

Complaints

- are formal expressions of dissatisfaction
- are investigated formally
- are managed by the CEO or appropriate senior leader

6. Making a complaint

Complaints can be made via:

- telephone
- email
- post

When making a complaint, individuals should provide:

- their name
- details of the incident or concern

- the date(s) of the incident
- the name of the staff member/volunteer involved (if applicable)
- any relevant supporting information

We encourage complaints to be made as soon as possible so they can be addressed effectively.

7. Responding to complaints

All complaints will be taken seriously and handled with care.

We will:

- acknowledge receipt of the complaint
- inform you who is managing the complaint
- carry out a fair and thorough investigation
- treat all parties with respect and impartiality
- aim to respond within 10 working days

If more time is required:

- we will explain the reason for the delay
- provide a revised timeframe

If a complaint is upheld, we will:

- apologise where appropriate
- explain what went wrong
- outline actions taken to resolve the issue and prevent recurrence

8. Fair treatment

We are committed to ensuring that individuals who raise concerns:

- are treated with courtesy, fairness, and respect
- are not disadvantaged or treated differently
- are not discriminated against on any grounds, including race, gender, disability, religion, or age

9. Escalation and appeals

If you are not satisfied with the outcome of your complaint:

- you may escalate the complaint to the Chair of Trustees

If the complaint concerns the CEO:

- it must be directed to the Chair of Trustees

The Chair of Trustees can be contacted via the Hackney Quest office.

10. Confidentiality

All complaints will be handled sensitively and confidentially.

Information will only be shared on a need-to-know basis in order to:

- investigate the complaint
- ensure appropriate action is taken

11. Recording and monitoring

All complaints will be:

- recorded appropriately
- monitored to identify patterns or recurring issues
- used to improve organisational practice

12. Communication and accessibility

We aim to ensure the complaints process is:

- clear and easy to understand
- accessible to all individuals
- responsive to individual needs

Support will be provided where needed to help individuals make a complaint.

13. Monitoring and review

This policy will be:

- regularly reviewed
- updated in line with best practice
- informed by feedback and complaint data

14. Contact details

Postal address: Hackney Quest, 1 Poole Road, London E9 7AE

Telephone: 020 8533 5480

Email: colette@hackneyquest.org.uk

For complaints relating to the CEO:

Email: trustees@hackneyquest.org.uk

15. Review

Last reviewed: May 2026

Next review: May 2028

Approved by: Colette Allen (CEO and Safeguarding Lead)