



Written 10th November 2023

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Aim Higher – Complaints Procedure.

Aim Higher aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if 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 of for any reason you are not satisfied with your dealings with the organisation. If you are not happy with Aim Higher please tell us. If you are unhappy about any Aim Highers service, please speak to the relevant trustee or Founder Gill Jagger/Nicola Robinson. If you are unhappy with an individual in Aim Higher sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to another trustee/founder.

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 trustees/founder. (If your complaint is about a trustee/founder), please write to an alternative trustee/founder.) All written complaints will be logged. You will receive a written acknowledgement

within three working days. The aim is 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, an interim response will be made informing you of the action taken to date or being considered. 2 Updated: September 2016 Registered Charity No. 1169327. Company limited by guarantee in England and Wales No. 5090324 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, which will decide on any further steps to resolve the situation. Finally, please also let us know if you are happy with THE Aim Higher services.

Resources The following resources are useful in keeping your policies and procedures up-to-date: • Code of Good Governance: Developing a Complaints Procedure • Equality & Human Rights Commission: Complaint Policy & Procedure Support If you would like any support with policies and procedures or any other issues facing your organisation, please contact Aim Higher on aimhigher2016@outlook.com.