Complaints policy

Voluntary and Community sector

Warming Up The Homeless

(October 2025)

Version 2	**Date**
Review Date	November 2026
File Location	Office
Signed	

Aims

Our mission is the relief of poverty among the street homeless/rough sleepers and homeless through the provision of items to support basic needs such as sleeping bags, ground sheets, survival sheets, blankets, clothing, food and toiletries. We also aim to improve the individual's welfare through emotional support, even if it is just a smile or by signposting them to other services. We endeavour to prevent harm to health by referring to emergency and similar services as and when necessary throughout Hastings, St Leonards, Eastbourne and Bexhill.

1. **Introduction**

Warming Up The Homeless is committed to dealing effectively with any concerns or complaints you may have about our service. If we have got something wrong, we'll apologise and we'll try to put things right. We also learn from our mistakes and use the information we gain to improve our services.
Wherever possible, it's best to deal with things straight away rather than try to sort them out later. If you have a concern, raise it with the person you are dealing with. He or she will try to resolve it for you there and then.

2. **When does this policy apply?**

• If you have concerns about the service we are providing and have not been able to resolve them by talking directly with the staff member you have been dealing with
• If you believe you are entitled to receive a service that is not being provided

3. **When does this policy not apply?**

• Sometimes you might be concerned about decisions that you think we are responsible for, but we are not. In such cases, we will advise you on who you should talk to

• If you have a statutory right of appeal to a tribunal or appeal panel to resolve your concern, this policy does not apply to you and we will advise you on where to refer your appeal.

There are other exceptions to this policy, such as concerns being dealt with through civil legal proceedings, criminal proceedings or where other procedures apply such as personnel procedures. Again we will advise you if this is the case.

This policy does not apply if the matter relates to a Freedom of Information or Data Protection issue. In this circumstance, you should contact TRUDY HAMPTON by:
Phone 07367 060 708
Email trudy@warmingupthehomeless.org.uk

In writing to Warming Up The Homeless Distribution Centre, 8-12 Wickham Avenue, Bexhill, TN39 3EN.

4. **Making a Formal**

You can make a complaint by:
Phone: 07367 060 708
Our website: WUTH.ORG
Email: trudy@warmingupthehomeless.org.uk

In writing to: Warming Up The Homeless Distribution Centre, 8-12 Wickham Avenue, Bexhill, TN39 3EN.

When we receive your complaint, we will:
• acknowledge your concern within 3 working days
• ask you to tell us how you would like us to communicate with you
• deal with your concern in an objective, open and honest way
• make sure that your dealings with us in the future are not affected just because you have expressed a concern or made a complaint.

If necessary, we will set out our understanding of your concerns and ask you to confirm that we have got it right. We will also ask you to tell us what outcome you're hoping for.

The person looking into your complaint will usually need to see the files we hold relevant to your complaint. If you do not want this to happen, it's important that you tell us. However, this may mean that we are not able to investigate your complaint further.

If there is a simple solution to your problem, we may ask you if you are happy to accept this. For example, where you asked for a service and we see straight away that you should have had it; we will offer to provide the service rather than investigate your complaint and produce a report.

5. **Investigation**

We will aim to resolve concerns as quickly as possible and expect to respond within 20 working days. If your complaint is more complex, we will:
• let you know within this time why we think it may take longer
• tell you how long we expect it to take
• let you know where we are up to with the investigation
The extent of the investigation will depend on how complex the issue may be.

In some instances, we may ask to meet you to discuss your concerns and occasionally we might suggest mediation or another method to try to resolve disputes.

We will look at relevant evidence; this could include files, notes of conversations, letters, and emails. We will also talk to the staff or others involved and look at our policies, any legal entitlement and guidance.

6. **Outcome and Improvement**

When we formally investigate your complaint, we will let you know what we have found and we will respond to the outcomes you asked for. If we cannot meet the outcomes you asked for, we will explain why.

We will explain how and why we came to our conclusions and if we find that we got it wrong, we will apologise and tell you how and why it happened.

We take your concerns and complaints seriously and try to learn from any mistakes we have made.

Where there is a need for change, we will develop an action plan setting out what we will do, who will do it and when we plan to do it by.

7. **What if I need help?**

If you need extra assistance to make your complaint, we will try to put you in touch with someone who can help. The Citizens Advice Bureau offer an impartial service and can advise you if you need any help with making a complaint against us. To find out more, please contact your local branch. Details can be found on their website at: www.citizensadvice.org.uk

8. **Ombudsman**

If we do not succeed in resolving your complaint, you may wish to refer your complaint to the Local Government & Social Care Ombudsman. The Ombudsman is independent of all government bodies and can look into your complaint. They will usually only investigate your case after you've given us a chance to deal with it.

TRUDY HAMPTON

trudy@warmingupthehomeless.org.uk

07367 060 708