

Fry Brothers Charity – Complaints Procedure

We are committed to providing a high standard accommodation and support for all our residents. However, we recognise that from time-to-time things may not meet expectations. We welcome feedback and are committed to dealing with concerns fairly, sensitively and promptly.

1. Purpose

This procedure explains how to make a complaint and how we will handle it. It applies to residents, family members, visitors, staff, volunteers, contractors and members of the public.

2. How to Make a Complaint

A complaint may be made in any of the following ways:

In writing: By post to the Secretary, Fry Brothers Charity, C/o West Elworth Farm, Portesham, Weymouth, Dorset DT3 4HF

By email: admin@frybrotherscharity.org.uk

By telephone: 07814 016971

If your complaint concerns the Secretary, it should be sent directly to the Chair of Trustees, clearly marked Private and Confidential.

3. What to Include in Your Complaint

Please provide as much of the following information as possible:

Your name and contact details (unless you wish to remain anonymous)

A clear description of the issue

When and where it occurred

The names of those involved (if known)

What outcome you are seeking

4. What Happens Next

We will acknowledge receipt of your complaint within five working days.

The Secretary or a trustee will investigate the matter.

We will provide a written response within 20 working days.

5. If You Are Not Satisfied

If you are unhappy with the outcome, you may request a review by the Chair of Trustees within 10 working days. The Chair's decision will be final.

6. Confidentiality and Record-Keeping

All complaints will be handled sensitively and in confidence. Records will be kept securely, and personal data will be processed in accordance with our Data Protection Policy.

7. Anonymous Complaints

Anonymous complaints will be accepted, although this may limit how fully we are able to investigate or respond.

8. Learning from Complaints

The Trustees will review complaints regularly to identify improvements.

Approved 19th January 2026