

## **LOTUS CARING HANDS (LCH)**

### **Complaints Policy and Procedures**

Charity Registration Number: 1132258

Registered Address: 40 Pomeroy Close, Amersham, Buckinghamshire, HP7 9BW

#### **1. Purpose of the Policy**

Lotus Caring Hands (LCH) is committed to providing high-quality services and maintaining trust with beneficiaries, donors, volunteers, and the public. This policy explains how complaints are handled fairly, transparently, and promptly.

#### **2. Scope**

This policy applies to all complaints made by service users, beneficiaries, donors, volunteers, partners, or members of the public regarding the activities, staff, or operations of LCH.

#### **3. What is a Complaint?**

A complaint is any expression of dissatisfaction about the conduct, actions, or services provided by LCH, whether justified or not.

#### **4. Principles**

- Complaints will be handled fairly, confidentially, and promptly
- All complainants will be treated with respect
- Complaints will be investigated impartially
- Learning will be used to improve services

#### **5. How to Make a Complaint**

Complaints can be made:

- In writing (email or letter)
- Verbally (in person or by telephone)

Contact details:

Email: [admin@lotuscaringshands.org.uk](mailto:admin@lotuscaringshands.org.uk)

Address: 40 Pomeroy Close, Amersham, Buckinghamshire, HP7 9BW

#### **6. Complaints Procedure**

##### **Step 1 – Acknowledgement**

All complaints will be acknowledged within 5 working days.

##### **Step 2 – Investigation**

A suitable person (not directly involved) will investigate the complaint.

### Step 3 – Response

A written response will be provided within 20 working days outlining findings and any actions taken.

### 7. Escalation

If the complainant is not satisfied with the response, they may request a review by the Board of Trustees.

### 8. Confidentiality

All complaints will be handled sensitively and information shared only on a need-to-know basis.

### 9. Record Keeping

A record of all complaints and outcomes will be maintained securely.

### 10. Review of Policy

This policy will be reviewed annually or earlier if required.

Approved by the Board of Trustees

Date: 26/12/2025

Review Date: 26/12/2025