



Complaints Policy

Sophie's Legacy views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the individual or group that has made the complaint.

Our Policy:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Sophie's Legacy knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us improve what we do

Definition of Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Sophie's Legacy

Where Complaints Come From

Complaints may come from patients, families, Trustees, members, the hospitals, members of the community.

A complaint can be received by email or in writing. If a verbal complaint is made, Sophie's Legacy will meet with the person to discuss the complaint with someone taking notes of the meeting.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees and the management of Sophie's Legacy.

Review

Last Review: January 2025

Review: January 2027