



Complaints Procedure

The Island takes all complaints raised seriously and will respond to these accordingly. We request all complaints in writing and will respond via the following process.

The Islands complaints procedure falls in line with other governing documentation for the charity, including: Whistle Blowing, Safeguarding, Data Protection and Health and Safety Policy and Legislation. You can find all of our policies located on our website www.theislandyork.org

- The Island will acknowledge receipt of your complaint within 48hrs (72 hrs during weekends)
- The Island will respond to your complaint within 7 working days
- We aim to ensure that all complaints will have received a satisfactory outcome within 30 days.

If you wish to proceed with your complaint, please fill in the form below and forward to enquiries@theislandyork.org

Full Name:

Contact Telephone Number:

Contact Email:

Date:

Category of complaint, please delete as appropriate:

Data Protection

Safeguarding

Health and Safety

Personnel

Nature of Complaint:

Please provide an overview of your complaint including specific details around times/names where applicable:

[illegible]

