



AIM Complaints Policy

This policy sets out the principles for the Complaints Procedures within AIM.

AIM defines a complaint as an expression of dissatisfaction in the AIM's actions or the standard of service provided. AIM takes the following steps to identify and deal with any complaint made against AIM:

- We make all new AIM families and volunteers aware of this policy.
- Complaints should be made in writing to the Chair, Zoe Catania via zoecataniaaim@gmail.com

If the complaint is regarding the elected Chair then the complaint may be passed to another Trustee, Kate Murphy via ksmurphy@hotmail.co.uk

- The Trustees will meet to discuss any complaint made within 21 days of receipt of the written complaint.
- The Trustees will respond to the complainant, detailing the decision made and whether there will be any further discussions or meetings regarding the complaint.
- If a meeting is arranged for the complainant to meet with the Trustees, the complainant may bring additional representatives with them. The complainant is also required to supply any documentation or evidence that they wish the Trustees to view at least 7 days prior to the meeting.
- At the meeting the complainant should detail their grounds for complaint. AIM Trustees may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by AIM in response to a complaint will be confirmed in writing within 21 days with details of any action to be taken.

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