



## **DREAM-A-WAY COMPLAINTS PROCEDURE**

### **1. Statement of Intent**

Dream-A-Way is fully committed to provide quality holidays and outings in line with our Trust Deed and in compliance with our Policies. We will endeavour to ensure that all complaints are treated fairly and with due consideration.

### **2. Complaints Co-ordinator**

On receipt of a complaint the Chairman will immediately appoint a complaints co-ordinator who will be a Trustee or senior committee member with at least two years membership. The complaints co-ordinator will manage the investigation.

### **3. Definition of a Complaint**

Complaints can come in many different forms with varying degrees of seriousness. Whilst Dream-A-Way acknowledge that any situation which prompts a client to contact us to express dissatisfaction is important, for the purpose of this document and our obligations, we define a complaint as such where it includes one or more of the following:

- a. Breach of Policy or Trust Deed
- b. Failure to comply with any legal obligation
- c. Negligence leading to material loss, inconvenience or distress
- d. Misrepresentation, bad faith or other malpractice

A complaint involving the above will be handled in accordance with our internal complaints handling procedures which govern the acknowledgement, investigation and response to complaints. This document is designed to provide a high level overview of those procedures.

### **4. Internal Disputes**

It is recognised that from time to time there may be internal disputes. All such disputes must in the first instance be reported to the Chairman who will make an attempt to resolve the dispute. If the dispute involves the Chairman it will be handled by the Vice-Chairman. In the even of a failure to satisfactorily resolve the dispute the normal Complaints Procedure may be implemented.

## **5. Complaints Handling Procedures**

Our Complaints Handling Procedures detail the stages through which a complaint will pass and lay down the timescales that we work to. Every effort will be made to resolve complaints within 6 weeks of receipt and where this is not possible we will provide a reason and estimated completion date. Complaints which are not resolved within the 6 week timescale or which are not resolved to the satisfaction of the complainant could be eligible for consideration by the Charity Commission who can be contacted at:

Charity Commission Direct,  
PO Box 1227,  
Liverpool, L69 3UG

## **6. How to Complain**

If you believe you have a genuine complaint you should submit in writing, full details including dates, times, names and details of what happened with any documentary evidence. Please send your letter, marked 'confidential' with any evidence to support your complaint to:

Complaints Co-ordinator  
Dream-A-Way  
2, Lisa Close  
Heavitree  
Exeter EX2 5JB

## **7. What Dream-A-Way Will Do**

The following provides an outline of how complaints will be handled:

## **8. Acknowledgement**

We will provide written acknowledgement of complaints received by us within 5 days of receipt. The acknowledgement letter will contain a copy of our Complaints Policy. The complainant will be asked to provide written details of what they would like to see as a resolution to the complaint.

## **9. Stage One Investigation**

The Complaints Co-ordinator will convene a sub-committee consisting of three committee members, one of whom will be a Trustee plus the Co-Ordinator. None of the sub-committee may be subject of or connected with the complaint. The complaint will be investigated thoroughly within six weeks. Any meetings will be comprehensively minuted. The complainant may be invited to attend a meeting and provide personal details and evidence of their complaint.

## **10. Resolution Letter**

This will provide full details of our investigation into the complaint together with the nature and terms of any resolution offered or will advise if the complaint has been rejected. The letter will hopefully provide a satisfactory outcome but if there are further queries or the offer of redress is not satisfactory then the matter should be referred back to Dream-A-Way within 4 weeks.

## **11. Stage Two**

If the complaint remains unresolved after stage one investigation it may be referred back to Dream-A-Way by the complainant within 4 weeks. Dream-A-Way may then re-investigate the complaint and may seek the assistance of an independent adjudicator/arbitrator.

## **12. Stage Two Resolution**

Dream-A-Way will endeavour to investigate at stage two within 6 weeks of the re-submission of the complaint. A Stage two letter will be sent to the complainant detailing the result of the investigation and the final outcome and decision by Dream-A-Way.

## **13. Record Keeping and Administration**

Records of all complaints will be held by Dream-A-Way for ten years.

Feedback may be sought from complainants to improve our policy and procedures. Details of complaints will remain confidential to the Dream-A-Way committee.

December 2008.