

How to Make a Complaint Guidance – The Old Bank Wellbeing Trust

This version effective Date: February 2026

1. Purpose and scope

This document provides guidance for staff, trustees, clients, and other stakeholders on how to make a complaint. It is intended as a quick reference to ensure that any concerns are directed to the appropriate procedures, as detailed in the full Complaints Policy.

2. Guiding Principles

Complaints are an opportunity to improve processes, and we always recommend that informal complaints are made and hopefully resolved first, rather than escalate to a formal complaint. If you have any concerns regarding processes or services at the charity, please try to approach a relevant staff member first. We will take every concern seriously and try to resolve as soon as possible. If you feel the need to make a formal complaint we aim to handle it in an objective manner, with speedy resolution where possible.

3. How to Make a Complaint - Process

- **Step 1 – Informal Discussion:**

- When possible, please discuss your concerns informally with the relevant party to seek an immediate resolution, as noted above.

- **Step 2 – Formal Submission:**

- If informal resolution is not possible or satisfactory, a formal complaint should be submitted in writing, ideally using the form below.
- Complaints can be submitted via:
 - **Email:** chair@theoldbankwellbeing.org.uk
 - **Post:** Complaints, The Old Bank Wellbeing Trust, 23 Brassey Avenue, Eastbourne, BN22 9NH
 - **In Person:** At the Trust's centre (see complaints form below).
- Please ensure that your complaint provides clear, factual details, including relevant dates and any supporting evidence.
- You will receive confirmation of receipt of your complaint within 2 working days, along with a copy of our full complaints policy, for information.
- The Chair will then allocate an appropriate person to investigate the complaint.

- You will receive a written response from us, normally within a further 5 working days. In complex cases we may need more time and we will contact you to let you know.
- In our written response we will clearly explain why we have reached our conclusion, whether we have made a mistake, explain what happened and what we have done to put things right as quickly as we can.
- Where possible we will also in this written response explain to you about improvements that should be made to our processes.

Please note that Individuals making complaints are protected from retaliation, and confidentiality will be maintained as far as is possible. However, in order to allow us to investigate the complaint we will need to share the complaint with those involved with the processes, any individuals being complained about, as well as those involved in investigating the complaint.

For detailed information on how the complaint will be processed, please refer to the full Complaints Policy, which outlines the investigation, escalation, responsibilities, and resolution procedures (this will be sent to you should you make a formal complaint or can be requested by emailing office@theoldbankwellbeing.org.uk

- **Step 3 – Escalation:**

- If you are not satisfied with the initial outcome, the Complaint may be escalated to the Chair of Trustees, for an assessment of process, in line with the escalation process described in the Complaints Policy.
- If you are still unhappy with the response, it may be possible to take the complaint to an external organisation. Clients may also contact their Counsellors Professional Membership Body if they believe that the counsellor has breached professional standards. This is often the British Association for Counselling and Psychotherapy (BACP) at bacp@bacp.co.uk or by phone on +44 (0)1455 883300. If a counsellor is registered elsewhere we will inform the complainant. Non-client complainants may wish to contact the Charity Commission, depending on the nature of the complaint. This must be done within 3 months of the outcome of the investigation. [Raising Concerns - Charity Commission for England and Wales](#)

Complaints Form

Name of person completing this form:
Date complaint relates to:
Person(s) involved:
Details of Complaint: <i>(please use additional pages if required)</i>
Supporting Evidence: <i>Please attach supporting evidence (if applicable)</i>
Today's date:
Signature:
Relationship to Organisation: <i>(staff member/client/visitor)</i>
The Old Bank Wellbeing Trust, 23 & 25 Brassey Avenue, Eastbourne BN22 9NH Tel: 01323 502827, Text: 07737 570702, E: chair@theoldbankwellbeing.org.uk Charity No. 1201806