



Complaints Policy

Introduction

Dementia Training Academy (“the Charity”) is committed to providing high-quality, compassionate, and professional services.

We recognise that sometimes individuals may feel dissatisfied with an aspect of our work, and we welcome complaints as an opportunity to learn, improve, and strengthen trust.

We are committed to ensuring that all complaints are handled fairly, promptly, and sensitively, with particular consideration for the needs of people affected by dementia.

Purpose of This Policy

This policy ensures that:

- Everyone has the right to raise concerns or complaints
- Complaints are taken seriously and responded to appropriately
- People affected by dementia receive additional support to express concerns
- The Charity learns from complaints and improves its services
- Trustees fulfil their duty of oversight and accountability
- The Charity complies with Charity Commission expectations

This is a policy, not a procedure. The step-by-step process is set out separately in the Complaints Procedure.

Scope

This policy applies to:

- Service users
- Carers and family members
- Learners and training participants
- Staff, volunteers, and trustees
- Members of the public
- Partner organisations

Complaints may relate to:

- Service quality
- Training delivery
- Staff or volunteer behaviour
- Accessibility or communication
- Safeguarding concerns



- Organisational decisions
- Failure to follow policies
- Any aspect of the Charity's work

Principles of Our Complaints Approach

Accessibility

Complaints can be made in writing, verbally, by email, or with support from a staff member.

People affected by dementia may require:

- Extra time
- Simplified communication
- Advocacy or support
- Alternative formats

We will make reasonable adjustments to ensure everyone can raise concerns.

Respect and Dignity

All complainants will be treated with dignity, fairness, and respect.

No one will be disadvantaged for raising a complaint.

Safety

If a complaint raises safeguarding concerns, the Safeguarding Policy takes precedence.

Confidentiality

Complaints will be handled confidentially, and information shared only on a need-to-know basis.

Fairness and Impartiality

Complaints will be investigated objectively, without bias or assumptions.

Timeliness

Complaints will be acknowledged and responded to within reasonable timeframes, as set out in the Complaints Procedure.

Learning and Improvement

The Charity will review complaints to identify themes, learning, and opportunities for improvement.



Dementia-Specific Commitments

Because the Charity works with people affected by dementia, we commit to:

Communication Support. We will:

- Use clear, simple language
- Offer written and verbal explanations
- Provide visual aids where helpful
- Allow carers or advocates to support the complainant

Emotional Sensitivity. We recognise that:

- Complaints may be distressing
- People with dementia may struggle to articulate concerns
- Memory difficulties may affect recall

We will respond with patience, reassurance, and understanding.

Accessibility of Process. We will ensure:

- Complaints information is dementia-friendly
- Staff are trained in dementia-aware communication
- Adjustments are made to support participation

Responsibilities

Trustees

Trustees are responsible for:

- Ensuring a fair and transparent complaints system
- Reviewing serious or escalated complaints
- Monitoring complaint trends
- Reporting serious incidents to the Charity Commission where required

Chief Executive Officer (CEO)

The CEO is responsible for:

- Overseeing the complaints process
- Ensuring complaints are investigated appropriately
- Ensuring responses are timely and consistent
- Reporting complaint themes to the Board

Staff and Volunteers



All staff and volunteers must:

- Listen respectfully to concerns
- Support individuals to make complaints
- Report complaints promptly
- Follow the Complaints Procedure
- Maintain confidentiality

Types of Complaints

Informal Complaints

Concerns that can be resolved quickly through discussion or clarification.

Formal Complaints

Concerns requiring investigation, written response, or escalation.

Serious Complaints

Complaints involving:

- Safeguarding
- Discrimination
- Harassment or bullying
- Financial misconduct
- Serious service failures
- Reputational risk

These must be escalated to the CEO and Trustees.

Anonymous Complaints

Anonymous complaints will be reviewed and investigated where possible, though the ability to respond may be limited.

Vexatious or Malicious Complaints

The Charity will not tolerate:

- Malicious allegations
- Repeated complaints without grounds
- Abusive or threatening behaviour

However, we will always distinguish between genuine distress and malicious intent.

Learning from Complaints

The Charity will:



- Review complaints quarterly
- Identify patterns or recurring issues
- Implement improvements
- Report themes to Trustees
- Update policies and training where needed

Related Policies

This policy should be read alongside:

- Complaints Procedure
- Safeguarding Policies (Adults and Under-18s)
- Confidentiality Policy
- Equality, Diversity and Inclusion Policy
- Code of Conduct
- Risk Management Policy

Review and Approval

This policy will be reviewed annually or sooner if legislation changes.

Revision/Reviewed History

Revision Date	Summary of Changes	Other Comments	Completed By
Feb 2026	Updated V1		A Booth
Sept 2026	V2 - amended logo and footer		A Booth