

**COMPLAINTS POLICY**

**Purpose:**  
The purpose of this policy is to provide a fair, efficient and transparent process for handling complaints and concerns from customers, clients, employees or any other stakeholders, and to ensure that complaints are taken seriously and resolved promptly.

**Policy:**

1. All complaints will be acknowledged in writing within two business days of receipt.
2. Complaints will be handled fairly, and impartially, without prejudice, and the complainant will be informed of the outcome of the complaint investigation.
3. Any complaint received will be handled in a confidential manner, with information being disclosed only on a need-to-know basis in the course of the investigation.
4. Complaints will be handled at the lowest appropriate level wherever possible, and escalated to the Project Manager only if necessary.
5. In handling complaints, the Charity will be guided by five principles: openness, honesty, accessibility, responsiveness and the need for appropriate solutions.
6. A record of all complaints received will be documented, and used to inform the business process and to identify potential areas for improvement.
7. The Charity will conduct annual reviews of the complaints process to ensure that it remains relevant and effective.
8. The complaints handling process should be communicated to all Staff, Volunteers and Trustees and should be easily accessible and understood by anyone who wishes to lodge a complaint.

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| Policy written by: Sarah Stoves |
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