

Voluntary**Action**Islington

Complaints Policy and Procedure Template

Complaints Procedure

[**Organisation Name**] is committed to providing a high-quality service to all members, volunteers, beneficiaries, partners, and members of the public. We value feedback and welcome comments, compliments, and complaints as an opportunity to improve what we do.

We understand that, from time to time, people may feel dissatisfied with the service they have received. We aim to deal with concerns fairly, promptly, and respectfully.

Where possible, we encourage concerns to be raised informally in the first instance so that they can be resolved quickly and effectively. However, if an issue cannot be resolved informally, these formal complaints procedure should be followed.

How to Make a Complaint

A complaint can be made in person, by telephone, by letter, or by email.

Please direct your complaint to:

[**Job Title – e.g. Manager, Chief Officer, Coordinator, Secretary**]

Email: [Insert Email Address]

Telephone: [Insert Telephone Number]

Postal Address: [Insert Address]

We will acknowledge your complaint as soon as possible, normally within **5 working days**. (*You can choose a shorter time frame if your organisation has a capacity 3 **working days** – prompt and professional, 5 **working days** – probably the most common modern standard. , 10 **working days** – often used by volunteer-led organisations with limited staff*)

If your complaint concerns the person responsible for handling complaints, you should address it to the **Chair of Trustees/Chairperson**, clearly marked "**Private and Confidential**".

You may be accompanied or supported by a friend, family member, advocate, or support worker during any stage of the process if you wish.

How We Will Respond

The person responsible for handling your complaint will:

- Review the information provided.
- Carry out any necessary investigation.
- Speak with relevant individuals where appropriate.
- Consider all available evidence fairly and impartially.

We aim to provide a written response within **20 working days** of receiving your complaint. If the matter is complex and requires more time, we will keep you informed of progress and provide a revised timescale.

Voluntary **Action** Islington

Where a complaint is upheld, we will explain what action will be taken to address the issue and prevent it from happening again where possible.

Appeals

If you are not satisfied with the outcome of your complaint, you may submit an appeal in writing within **20 working days** of receiving our response.

Your appeal will be considered by a panel of at least **two trustees or committee members** who have not previously been involved in the matter.

The appeal panel will review the complaint, the investigation, and any additional information provided. You will be informed of the panel's decision in writing.

The decision of the appeal panel will be final.

Monitoring and Learning

We record complaints and use them to help improve our services, policies, and procedures.

The Board of Trustees/Management Committee will receive regular information about the number, nature, and outcomes of complaints while maintaining appropriate confidentiality.

Compliments and Feedback

We also welcome positive feedback and suggestions for improvement. If you have had a good experience with **[Organisation Name]**, or have ideas that could help us improve our services, we would be pleased to hear from you.

Contact Details

[Organisation Name]

Contact Person: **[Job Title]**

Email: **[Insert Email Address]**

Telephone: **[Insert Telephone Number]**

Address: **[Insert Address]**

Website: **[Insert Website]**