

## Complaints Procedure

<b>Date this procedure is reviewed</b>	<b>May 2025</b>
<b>Date for review</b>	<b>May 2028</b>

### Policy Statement

Volunteer Action is committed to delivering the highest standard of service to all those we work with, including our clients, partners, supporters, volunteers, and the wider community. We welcome feedback and use it to improve our work.

We recognise that sometimes things may go wrong. If this happens, we want to hear about it so we can address your concerns and learn from the experience.

### Purpose of this Policy

This policy sets out how you can raise a complaint, how it will be handled, and what you can expect from us. It applies to complaints about our services, activities, staff, or volunteers.

### How to Make a Complaint

#### Informal Complaints

If you are dissatisfied with any aspect of our work, please speak to a member of staff as soon as possible. We aim to resolve most issues informally and quickly.

If the matter is straightforward, we may be able to provide an immediate response. Where the matter is more complex, we will aim to respond within five working days.

#### Formal Complaints

If you are not satisfied with the response you receive or wish to raise your complaint formally, please write to (if your complaint is about the CE&CM, then please write to the Chair of the Trustees at the same address):

The Chief Executive & Charity Manager  
Volunteer Action  
Fletton House  
Glapthorn Road  
Oundle  
PE8 4JA

Formal complaints should include:

- Your name and contact details
- A clear description of the complaint and what has gone wrong
- What you would like us to do to resolve the issue

All written complaints will be logged.

We will aim to send a written acknowledgement of your complaint within three working days (where possible).

We aim to investigate and respond to formal complaints within ten working days (where possible). If it is not possible to meet this deadline (for example, due to the complexity of the issue), we will write to you explaining the delay and provide an update on progress.

#### **Further Action**

If you are not satisfied with the outcome of your complaint after following this process, you can escalate your concern to an external body. If the complaint concerns serious misconduct, financial wrongdoing, or other regulatory breaches, you may contact the Charity Commission directly.

#### **Monitoring and Review**

All complaints are recorded and reviewed regularly by the management team and trustees to identify any recurring issues and to improve our practices.

This policy will be reviewed annually or in response to significant changes in relevant legislation or operational practice.