



COMPLAINTS POLICY & PROCEDURE

1. Purpose

- 1.1** It is the policy of the Blackdown Support Group that all complaints, whether from staff, volunteers, clients, or other stakeholders (e.g., Health and Social Services) will be taken very seriously, investigated thoroughly and, where appropriate, remedial action will be taken. The Blackdown Support Group welcomes all feedback from any stakeholders.

2. Procedure

How to make a complaint

- 2.1** All complaints or concerns should be made in the first instance to the manager, either in person, by telephone, email or in writing. If the complaint relates to the manager, it should be addressed to the Chair of Trustees
- 2.2** The person receiving the complaint or expression of concern will record details including the date and time of any incident, what happened, who was involved (including any witnesses) and whether any remedial action is expected. The time and date that the complaint is received will be recorded. The complainant will be informed that the complaint will be referred to the manager or Chair of Trustees or, if the complaint relates to the Chair of Trustees, another trustee. The person so designated is hereinafter referred to as “the investigator”. All details will be treated in confidence unless the matter involves a serious safeguarding risk or possible commission of a crime.
- 2.3** The Investigator will undertake to speak to the complainant and the subject of the complaint within 5 working days. The investigator will try to speak to any witnesses. If the matter involves serious safeguarding risk, police or social services may be informed. It may also be necessary to inform the public liability insurers of the Blackdown Support Group.
- 2.4** When the facts are known, the decision and outcome as well as the reasons for them will be shared with the complainant and the person who is the subject of the complaint. If possible, the matter will be settled by agreement, if necessary, involving an apology. If there is no case to answer no further action will be taken. If the complainant is dissatisfied with the outcome of the investigation the case may be referred to the relevant regulator (see addendum).

2.5 The fact that a complaint has been received and / or the outcome will be reported to the Board of Trustees at their next meeting. If necessary, depending on the nature of the complaint, the Board of Trustees will be advised as soon as possible after the complaint has been made.

3. Review

This policy will be reviewed by the Board of Trustees every 2 years.

Review Date: January 2026

Approved by Trustees on: 20th January 2026

Signed by Chairperson:



Next Review Date: January 2028

<https://www.gov.uk/complain-about-charity>

Addendum

If the complaint relates to suspected illegal activity the Police should be informed; Complaints relating to fundraising (for example, the way in which donations have been requested, or the behaviour of fundraisers) should be referred to the fundraising regulator (<http://www.fundraisingregulator.org.uk/complaints/>); If the matter relates to advertising (for example an advertising campaign you think is offensive, deceptive or inaccurate, or the amount of emails or mail you get from a charity), that would be an issue for the Advertising Standards Authority (<https://www.asa.org.uk/make-a-complaint.html>) If the complaint relates to perceived discrimination, advice can be obtained from The Equality Advisory & Support Service (<https://www.equalityadvisoryservice.com/>) The Charity Commission might investigate other serious causes of complaint such as a charity not doing what it claims to do; inappropriate use or loss of funds; harming people; being used for personal profit or gain; or being involved in illegal activity (<https://forms.charitycommission.gov.uk/raising-concerns/>)