

COMPLAINTS POLICY - guidance

The purpose of a complaints policy is to allow complaints to be made, recorded and dealt with in a fair and appropriate manner.

A complaint is an expression of dissatisfaction with any aspect of our operation (programme, staff, communications, systems and processes), whether deemed justified or not by our organisation, from a member of the public who is not an employee/volunteer of your organisation)

Information you may wish to include in your policy

1. Overview
2. How to make a complaint
3. Informal complaints procedure
4. Formal complaints procedure
5. Complaints about staff behaviour or conduct
6. Monitoring complaints

For further information:

[NCVO](#)

[National Youth Agency](#)

For organisation's regulated by the Financial Ombudsman Service

<https://www.financial-ombudsman.org.uk/businesses/resolving-complaint>

Complaints relating to fundraising activities. Visit [Fundraising Regulator](#) for relevance and information relating to your organisation

This is for guidance only, please ensure your policy meets your organisations requirements