



Complaints Policy

Last reviewed: 6th February, 2025

1. Purpose

Women's Voice is committed to providing high-quality services and maintaining positive relationships with volunteers, supporters, and stakeholders. We value feedback and take complaints seriously. We strive to resolve any expressions of dissatisfaction or criticism informally where we can through in person conversations at our events or via our social media. This policy outlines how to make a formal complaint and how we will handle it fairly, promptly, and confidentially.

2. Scope

This policy applies to complaints from:

- Volunteers
- Members of the public
- Partner organisations

3. What is a complaint?

For the purpose of this policy, 'complaint' means an expression of dissatisfaction or criticism about any aspect of Women's Voice and its work which is under the control of the Charity.

4. How to Make a Complaint

Complaints can be made in writing by email to: hello@womensvoice.org.uk

Please provide:

- Your name and contact details.
- A clear description of the complaint.
- Any desired outcome sought from the complaint.
- Any relevant dates, events, or documents.

Anonymous complaints will be considered but may be harder to investigate fully.

5. Complaints Process

- Step 1: Acknowledgment
 - We will acknowledge your complaint within 15 working days of receiving it.
- Step 2: Investigation
 - A designated trustee will investigate the complaint. This may involve reviewing records, speaking to relevant individuals, and gathering further information.
- Step 3: Resolution.

- We aim to resolve complaints within 30 working days. If the issue is complex and takes longer, we will keep you informed of progress and provide an estimated timeline for resolution.
- Once the investigation is complete, we will provide a written response outlining our findings and any actions we will take.
- Step 4: Escalation
 - If you are not satisfied with the outcome, write to us again explaining why the response is not satisfactory and requesting a review by the Board of Trustees. The Board will respond within 30 working days.

6. Confidentiality

All complaints will be handled confidentially and in line with data protection laws (GDPR). Information will only be shared with those involved in resolving the complaint.

7. External Options

If you remain dissatisfied after completing our complaints process, you can contact the Charity Commission (if the complaint relates to governance or financial mismanagement):

Website: [www.gov.uk/complain-about-charity](<https://www.gov.uk/complain-about-charity>)

Phone: 0300 066 9197

8. Monitoring and Improvement

We will record all complaints and use them to improve our services, policies, and procedures. An annual summary of complaints will be reviewed by the Board of Trustees.