

VETERANS ASSOCIATION – COMPLAINTS POLICY

Adopted:

Review date:

Veterans Association is committed to providing an excellent standard of service to all our supporters, beneficiaries, users, customers, and the organisations that we support and work with. When we do receive complaints, we ensure to address the complaint and to improve on our services. While we pride ourselves on the relationships we build and the work we undertake, it is important for us and for the individual or organisation who made the complaint, that such a policy is in place. The policy outlines our commitment to listen and deal with any complaints made.

Taking complaints seriously is important to put things right for the individual or organisation who made the complaint. It also provides an opportunity to Veteran's Association to learn and improve for the future.

We aim to: -

- Provide clear contact information to ensure that it is accessible for an individual or organisation to make a complaint.
- Provide clear and easy steps to make a complaint.
- Make sure that complaints, wherever possible, are resolved and that relationships are repaired.
- Deal with complaints fairly, transparently, and in the strictest confidence.
- Ensure that the completion is dealt with effectively and efficiently.
- Inform complainants promptly if there are any delays to the process.

1. Definition of a complaint

This policy defines a complaint as 'any expression of dissatisfaction, however made, about any aspect of Veterans Association's activities including its staff, volunteers, or Trustees'.

We do differentiate between a complaint and a concern, with the latter considered to be something that is raised informally with Veteran's Association, maybe through discussions with staff. If you have concerns about our work, please tell a member of staff as soon as possible so that we can understand the situation and work to address the underlying issues.

2. Who can make a complaint

Complaints may come from potential beneficiaries, existing beneficiaries, existing supporters, potential supporters, or any individual or organisation who has a legitimate interest in Veteran's Association.

A complaint can be received verbally, by telephone, by email or in writing.

3. How to make a complaint

As noted above, a complaint can be made verbally, by telephone, by email or in writing. The details of how to make the complaint are as follows:

Verbally

The easiest and quickest way is by talking to us on 0800 310 1044.

By email

We can help you quicker on the phone but we recognise that this may not be your preferred choice, so you can also email us at support@theveteransassociation.org.

In writing

If you would prefer to write to us, you can send your complaint by letter to the following address. Please state at the top of the letter 'This is a complaint made under the Complaints Procedure of Veteran's Association'.

**2 Surrey Gardens
Birchington-on-Sea
Kent
CT7 9SA**

4. Confidentiality

All information received and produced in connection with a complaint will be treated as confidential and handled sensitively, telling only those who need to know and following any relevant data protection requirements.

5. Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees and the Senior Management Team of Veteran's Association.

6. Information to include within a complaint

In order for the complaint to be dealt with effectively and efficiently, the following information should be included: -

- The reason and nature of the complaint
- The date, time, and location that had resulted in the complaint
- Names of anyone involved, if known
- Your contact details including name, address, telephone number, and email address

7. Complaints procedure

It is our goal to resolve complaints as quickly as possible. The member of staff handling the complaint will undertake a full investigation and provide a response with the outcome of the investigation and will try to agree the resolution to the problem at that point.

For more complex issues, we may need more time to investigate:

If we are unable to come to a resolution that is satisfactory for the complainant at the first stage, then the complaint will be moved to the second stage. The escalation of the complaint must be done by email or in writing by the complainant. This should include: -

- Details of the complaint
- An explanation for the reason if escalation.

An acknowledgement will be issued and will include the details of the member of staff who has arranged to lead to investigation. This will be a person senior to the member of staff who conducted the initial investigation in stage one.

Once we've completed our investigation, we'll send you a response. This will outline the details of the investigation, how we reached our decision and what we propose to do to put things right. It will also provide information about what to do if you disagree with our response.

Appeal and escalation:

If the complainant is still unsatisfied, their complaint will escalate to the Director of Fundraising. This should be done by email or in writing using the contact details set out in this policy.

When we hear from you, we will send your request to the Director of Fundraising who will ensure there is a review of the complaint by senior staff.

Once your independent review has been completed, we will send you a final response with our resolution. If you disagree with our final response, you can escalate the complaint further as set out below ([Taking the complaint outside of Veterans Association](#)).

8. Taking the complaint outside of Veterans Association.

If your complaint is regarding fundraising work and activities, and you are not satisfied with the resolution we have provided, you are entitled to take the complaint to the **Fundraising Standards Board**. They ensure that organisations which raise money from the public, hold activities and fundraising work in a proper way. Their contact details are as follows:-

Email address: complaints@fundraisingregulator.org.uk

Telephone number: 0300 999 3407 (Monday to Friday, 9.30 am – 4.30 pm)

Address: Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW

Website: <https://www.fundraisingregulator.org.uk>

The main regulator of charities in England and Wales is the **Charity Commission**. The details of which types of complaints they investigate can be found on their website. Their contact details are as follows:-

Telephone number: 0300 066 9197 (Monday to Friday, 9 am – 5 pm)

Website: <https://www.gov.uk/government/organisations/charity-commission/about/complaints-procedure>