

## External Complaints Handling Policy

Approved by:	Trustees
Date:	2 <sup>nd</sup> October 2023
Review Date	1 <sup>st</sup> October 2026

### General Statement

Workaid is a responsible charity and as such wishes to maintain the highest standards of fairness and honesty. Any complaints brought to the attention of the Chief Executive Officer in writing regarding the operation of the charity must be properly investigated and determined and should be conducted in a timely manner. Any complaints regarding the overall management of the charity through its Trustees, must be brought to the attention of the Chairman of Trustees who will follow the Complaints Procedure in investigating and determining the outcome.

The extent of such investigations and the determined resolutions must be both thorough and proportionate. Written explanations should be provided to both the complainant and the one who is complained about, regarding the determined outcome.

### Complaints Procedure

1. Workaid aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.
2. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

### If you are not happy with Workaid please tell us.

3. If you are unhappy about any of Workaid's service, please speak to the relevant volunteer, staff member, or the Chief Executive.
4. If you are unhappy with an individual in Workaid sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the person's manager or the Chief Executive.
5. Often, we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

### Making a written complaint

6. If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chief Executive. (If your complaint is about the Chief Executive, please write to the Chair.)
7. All written complaints will be logged. You will receive a written acknowledgement within three working days.
8. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

**If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation. Finally, please also let us know if you are happy with Workaid's services!**