

Policy:	Complaints Policy
Approved:	February 2020
Review Due:	2023

COMPLAINTS POLICY & PROCEDURE

INTRODUCTION:

Women in Aid and Development (WiAD) values feedback, including complaints, as a means of identifying problems and improving systems and processes. WiAD is committed to ensuring that complaints received from our stakeholders, supporters, members and the wider public are dealt with openly, responsively and in a timely manner. Furthermore, WiAD seeks to resolve complaints in a way which is satisfactory to all parties concerned.

SCOPE:

This Policy applies to all complaints received by WiAD from members, supporters, the wider public and other stakeholders concerning the operation, functioning or services provided by WiAD. This Policy does not apply to representations which debate or challenge the substance of WiAD policies or programs or complaints solely about the activities of third parties.

POLICY:

WiAD will ensure that its complaint handling processes are effective, safe, and accessible to all stakeholders irrespective of their gender, status or background and without prejudice to their future participation.

WiAD will maintain a formal complaints procedure to ensure that all complaints are handled in a professional, structured and timely manner which is fair, courteous and respectful of privacy.

All complaints will be recorded, considered and retained formally and any feedback will be used to improve WiAD services and activities.

WiAD encourages supporters, stakeholders, or any member of the public who has a concern or issue with any of the WiAD operation or with an individual staff member or volunteer to make a formal complaint following the procedure set out below.

WiAD will address all complaints and ensure that complaints are thoroughly investigated and suitable recommendations are implemented.

The complainant will be acknowledged within 2 working days of the original complaint being made and WiAD aims to have all complaints resolved with the complainant advised of the outcome within

1 month of the original complaint being made. Complainants will be kept informed of the progress of the complaint particularly where delays occur. Written reasons will be provided for decisions made in relation to formal complaints. Complaints will be treated confidentially and only shared with the personnel who need to have access to the information.

WiAD will ensure that complaints are investigated impartially and fairly and that there will be no repercussions for the complainant making the complaint.

PROCEDURE:

Informal complaint

Where board members receive a complaint, it is anticipated that the matter can be resolved informally in most cases by the board member providing further information or clarification at the time the matter is raised.

Formal complaint

If the complainant wishes to make a formal complaint they should put their concerns in writing and forward them to the Chairperson. The complainant should clearly identify the issues of concern and give WiAD all available information in support of the complaint. Complainants must cooperate with any WiAD inquiries and investigations and agree to treat WiAD members with courtesy and respect. Any complaints that are made in a misleading way or vexatiously will be immediately dismissed.

In the event of a formal complaint being made either verbally or in writing, the board member should inform the Chair who will determine who should handle the complaint and direct the complaint accordingly.

The complainant will be acknowledged within 2 working days of the complaint being made. All contact with the complainant will be documented for recording purposes. A satisfactory course of action will be agreed upon between the person resolving the complaint and the complainant within 5 days of the complaint being made.

Once the matter is resolved satisfactorily and fully documented for recording purposes the complainant will be advised of the outcome (within 1 month of the complaint being made).