

# Complaints Policy

## REVISION RECORD

Version	Description	Date
3	Third draft	December 2025

Signed:

A handwritten signature in black ink, which appears to read 'Guy Steward'.

Director



## Complaints Policy

Wye Dean Wellbeing is a responsive organisation. We welcome comments and complaints and are committed to dealing with them fairly, openly, and effectively.

Wye Dean Wellbeing will:

Welcome complaints as a valuable means of quality improvement and service development.

Make a clear distinction between informal complaints, which can often be resolved quickly, and formal complaints that require investigation.

Deal with all complaints fairly and effectively, providing clear explanations and appropriate resolution.

Where a complaint is upheld, put preventative actions in place to reduce the likelihood of recurrence.

Promote the Complaints Policy and ensure it is accessible to those who use our services.

Ensure staff, volunteers, and associates are familiar with the policy and able to explain how to make a complaint.

Keep the policy and procedures under regular review.

Ensure complaints, learning, and service improvements are discussed at Directors' meetings as part of ongoing quality improvement.



## The Principles of Our Complaints Policy

We accept feedback from anyone, including people who use our services, their representatives and families, fundraising donors, stakeholder organisations, and members of the public. All practitioners share responsibility for ensuring that complaints are received, acknowledged, and responded to as promptly as possible.

Wye Dean Wellbeing is committed to maintaining the highest standards of quality across all services and activities. Feedback and complaints are viewed as opportunities for learning and improvement.

We aim to provide an accessible complaints system. This may involve using alternative communication methods, and where English is not a person's first language, we may communicate via an interpreter or other appropriate support.

All information received will be handled confidentially and shared only on a need-to-know basis. Complaints will be investigated fairly and a clear explanation provided. Where a complaint is upheld, appropriate preventative actions will be identified and implemented.

We discourage anonymous complaints, as they are more difficult to investigate and make it impossible to provide a response. However, anonymous complaints will still be considered, although investigation may be limited.

Complaints must normally be made within **12 months** of the event occurring. In exceptional circumstances, we may consider complaints outside this timeframe where there is a valid reason for the delay and where a fair and effective investigation remains possible. We cannot consider complaints that are subject to ongoing legal proceedings or those deemed to be vexatious.



## Trying to Resolve the Issue

If you are unhappy about anything Wye Dean Wellbeing has done or provided, we encourage you to raise this as soon as possible. Where appropriate, concerns should be raised initially with a member of staff.

Where possible, issues will be resolved informally. We will investigate the concern and, if something has gone wrong, offer an explanation, an apology where appropriate, and outline what actions will be taken. Many issues can be resolved quickly, and we aim to respond to informal complaints within **24 hours**, where feasible.



## Making a Formal Complaint

If you remain dissatisfied after speaking with a member of staff, or if your complaint is of a serious nature, please follow the steps below:

**Submit your complaint via email.**

To help us investigate, please include:

A description of your complaint

When and where the issue occurred

Whether you have previously raised the concern and, if so, when

The names of any individuals involved

Any additional concerns or relevant information

Your contact details and preferred method of communication



## Our Response

Wye Dean Wellbeing aims to resolve complaints as promptly as possible. Formal complaints will be acknowledged within **three working days**.

In most cases, we aim to complete our investigation and respond within **twenty working days**. Where a complaint is complex or involves disciplinary procedures, this may take longer. In such cases, we will explain the delay and provide regular progress updates.

Complaints involving only internal investigation will be completed within **two months** wherever possible. Where external authorities are involved, timescales may be extended.

If a complaint is upheld, appropriate action will be taken to address the issue and prevent recurrence.

The Directors will ensure that complaints, outcomes, and lessons learned are reviewed at regular meetings.



## If You Are Still Dissatisfied

If you remain dissatisfied with our response, you may request a review. An alternative Director will review the complaint and the process followed. You will be informed of the outcome within a further **twenty working days**.

Fundraising (Fact-checked and updated)

If your complaint relates to fundraising and you remain dissatisfied following our internal review, you may contact the **Fundraising Regulator** within two months of our final response.

**Note:** The Fundraising Standards Board (FRSB) closed in 2016 and was replaced by the **Fundraising Regulator**. Updating this ensures accuracy and compliance.

## Fundraising Regulator

2nd Floor, CAN Mezzanine

49–51 East Road

London N1 6AH

Website: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

If your complaint relates to a fundraising advertisement, you may also contact the **Advertising Standards Authority (ASA)**.

## Advertising Standards Authority

Mid City Place

71 High Holborn

London WC1V 6QT

Wye Dean Wellbeing CIC is a not-for-profit Community Interest Company  
Company Registration No. 13270562



## Monitoring

All formal complaints are recorded. Directors review complaints monthly.

This policy is reviewed annually.





## Complaints Management and Service Expectations

Wye Dean Wellbeing's Directors are responsible for overseeing the Complaints Policy.

If English is not your first language and you require support to understand this document, please contact us. We will arrange translation or provide clarification as needed.

We welcome suggestions for improving our services and are committed to addressing concerns openly and constructively.

If you have any concerns or complaints, please speak to a member of the team. We operate an **open-door approach** throughout the organisation.