



One Voice Complaints Policy

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Purpose

One Voice is committed to providing a quality service to all stakeholders. This Complaints policy will be part of the process of monitoring the quality, effectiveness and non-discriminatory nature of its services

All staff, volunteers and Board of Trustees members are required to read, understand and comply with this policy and its procedures

1. A complaint can be made by any individual or organisation who wishes to report dissatisfaction about the standards of service, actions, or lack of action by One Voice, its volunteers or anybody directly involved in the delivery of our activities.
2. We aim to resolve complaints within 14 days. Where this is not possible the complainant will receive an update within 14 days on progress made to date and when they can expect to receive the outcome.
3. Complainants who have launched a well-founded complaint and who are unsatisfied with One Voice's response to that complaint have the right to appeal. The appeals process is described in the procedure below.
4. Everyone who makes a complaint will be treated with courtesy and respect. In return, we expect people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, we reserve the right to withdraw or modify our complaints procedure.
5. We will log and monitor all serious complaints and results of such complaints and this information will be brought, regularly, to the attention of appropriate trustees in order that we learn from what we do and how we do it. This information will not necessarily be available to the public.

[How to make a complaint](#)

You can make a complaint to One Voice, in any of the following ways:

1. In writing to: Kelly Grigg (Trustee)

C/O One Voice, The Annexe, The Old Stable, Kernville Farm,
Greenbottom, Truro, TR4 8QH

2. By email to: onevoicecornwall@gmail.com

How we will respond

We will assess the complaint to determine the best way to deal with it and identify the issues to be investigated. An investigation will be undertaken by a trustee or appointed appropriate person, who is independent from the issues being raised. We may need to contact the complainant during this time and cooperation will be important in order to complete the investigation.

Within 14 working days of receiving a complaint we will send the complainant either:

1. A final response which adequately addresses the complaint; or
2. A response which explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response

Once the investigation has been completed and the appropriate response and action agreed, we will respond to the complainant with the following information:

1. A written response describing the details of the complaint
2. Comments addressing each of the violations alleged in the complaint
3. Explain the investigations undertaken to consider the complaint State the findings resulting from the investigation
4. Explain any improvements made as a result of the complaint

How to appeal

If the complainant remains dissatisfied with the outcome of the decisions, an appeal can be made. This should be done in writing to CEO E. Ashton at the above address, setting out briefly the nature of the complaint/appeal; the steps already taken; details of the response received; and a statement as to why the complainant remains dissatisfied.

The CEO will review all the information held relating to your complaint and will conduct further investigations if they consider that the initial investigation was insufficient.

Once the internal review is complete, the complainant will be informed of the decision and if still unsatisfied, what the external appeal options are.

External bodies to consider referring to include:

- [The Fundraising Regulator](#)
- [The Charity Commission](#)

Data protection (read in conjunction with the Privacy and Confidentiality policies)

To process a complaint One Voice will hold personal data about the complainant, which the individual provides, and which other people give in response to the complaint. We will hold this data securely and only use it to address the complaint. The identity of the person making the complaint will only be known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applied or allegations are made which involve the conduct of third parties.