

Complaints Policy and Procedure

Our commitment

A New Direction is committed to respecting the voice and views of everyone we work with.

If you're unhappy about anything we do or have an idea about what we could do differently next time, we want to hear about it.

This policy and procedure outlines how people who engage with A New Direction can share concerns or make a complaint.

We know sharing a concern or complaint can be difficult sometimes, so want to reassure you that any and all feedback is taken seriously and treated sensitively.

Please note while we appreciate feedback in most forms, we do not accept and will not respond to complaints that include abusive or threatening messages or are of a bullying or harassing nature. Any messages of this nature may be reported to relevant authorities.

Policy Owner:	Director of Employment and Skills		
Version:	1.0	Approved:	October 2022
Last reviewed:	28/10/2024		
Next review due:	October 2025		

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Purpose – what is the aim of this policy?

We want to make sure that everyone who interacts with A New Direction feels heard and respected. This Complaints Policy and Procedure is here to help us handle any concerns or complaints in a fair, timely, and respectful way. By listening to your feedback, we can improve our services and build stronger relationships with everyone we work with.

Scope – what does this policy apply to?

This policy is for anyone who engages with A New Direction, including partners, beneficiaries, volunteers, and the public. It covers any complaints about our activities, services, or the behaviour of our staff and representatives.

If your concern is that A New Direction, or a member of our team, is breaking the law or creating a risk to health and safety, you should refer to our '[Whistleblowing Policy](#)'.

This policy does not cover internal staff grievances, which are addressed through our internal HR procedures.

Roles and Responsibilities

People who engage with our work: If you have a concern or complaint, please let us know as soon as possible and provide as much detail as you can. This helps us investigate thoroughly and resolve the issue.

Our Team (Staff and Representatives): We're here to listen and respond to complaints quickly and respectfully, keeping everything confidential and following this policy.

Directors: Our directors oversee the complaints process, ensuring fair investigations and appropriate actions based on what we find.

CEO and Chair: For escalated complaints, our CEO and Chair will review and resolve the issue, making sure the process is transparent and that we learn from it to improve in the future.

How to make a complaint

If you've been dealing with someone at AND already, you can send your complaint directly to them.

If you would prefer not to, or aren't sure who to get in touch with, you can share feedback, concerns, or complaints at any time by emailing us at info@anewdirection.org.uk.

Please include the word 'complaint' in the subject line, and please share as much detail as possible in your email so that we are best able to investigate and respond to your complaint.

We treat complaints sensitively and aim to keep them confidential, however where relevant we may involve third parties to understand and investigate an issue fully.

How does A New Direction deal with complaints

- We aim to respond quickly, politely, and fairly to all complaints.
- We will acknowledge receipt of your complaint as quickly as possible, and within 5 working days.
- This will start an escalation process that will involve discussion at Director level who will agree and plan a managed investigation into the complaint.
- We aim to resolve all complaints within 3 months. If the process requires longer than this, we will let you know.
- Depending on the level and nature of the complaint, we will escalate concerns to the charity commission and or to relevant funders as relevant.

If you're not satisfied with the response, you can facilitate a further escalation that will involve our chair, Arfa Butt. This will be at the discretion of the CEO.

We log all complaints and use them to learn from and where necessary review our procedures to prevent similar issues happening again.