Silver Salisbury Group

Complaints Policy v1.00

1. **Purpose:**
   Silver Salisbury is committed to delivering a high-quality service and maintaining the trust of our beneficiaries, donors, volunteers and the public. We recognize that we may not always get things right. This policy ensures that any dissatisfaction is handled fairly, efficiently, and consistently, helping us to learn from our mistakes and improve our operations.

2. **Scope:**
   This policy applies to complaints received from any individual or organization regarding our services, activities, contractors, staff, or volunteers.

3. **Policy Statement:**
   We view complaints as an opportunity to learn and improve. We promise to take all complaints seriously, treat complainants with respect and confidentiality, and handle all matters in a timely manner. No one will be treated less favourably or face discrimination as a result of making a complaint.

   We aim to resolve complaints informally and as close to the point of service delivery as possible. However, where a formal complaint is made, it will be investigated thoroughly and impartially by an individual who is not directly involved in the matter. We will always provide a clear explanation and, where appropriate, an apology or details of remedial action taken.

   To resolve issues efficiently, we follow a three-stage process:

   - **Stage 1 (Informal):** Contact the person you were dealing with or their immediate supervisor. We aim to resolve most issues informally within **5 working days**.
   - **Stage 2 (Formal):** If you are unsatisfied with the informal response, you can submit a formal written complaint. This will be acknowledged within **~~3~~ 7 working days** and fully investigated, with a formal response provided within **~~14~~ 21 working days**.
   - **Stage 3 (Appeal):** If you remain dissatisfied, you can appeal to the Board of Trustees. A designated trustee will review the complaint and provide a final decision within **~~21~~ 28 working days**.

   External Escalation: If the issue cannot be resolved internally and involves a serious risk to the charity (such as fraud, financial mismanagement, or significant safeguarding harms), it can be escalated directly to the **Charity Commission**.

4. **Regulatory Framework**
   This policy is designed to comply with the guidance set out by the Charity Commission for England and Wales regarding how charities should handle complaints. We also align our practices with the Charities Act 2011, the Fundraising Regulator's Code of Fundraising Practice (where applicable),

and the Data Protection Act 2018 (UK GDPR) to ensure all personal data processed during a complaint is kept secure and confidential.

5. **Communication**
We make this policy accessible to the public via our website and upon request. Complaints can be submitted in writing (via letter or email) or verbally to any of our volunteers or contractors. For formal complaints we will communicate our findings and any resolution in writing, using plain English and accessible formats where required.

6. **Policy owner:** Any and all of the Trustees

SSG Authorisation:

Date	**Name**
Date of approval	**V1.00 Approved at the Trustees' Meeting on 30 July 2026**
Review Due	**30 July 2028**