



WEALDEN VOLUNTEERING

79 High Street
Uckfield
East Sussex

TN22 1AS

01825 760 919

office@wealdenvolunteering.org.uk

www.wealdenvolunteering.org.uk

Charity number: 1206210

Complaints Policy

Date: October 2024

Review By: October 2026

Chair signature:

A handwritten signature in black ink, appearing to be 'S. P.', written over a faint horizontal line.

Wealden Volunteering Complaints Policy

1. Introduction

At Wealden Volunteering, we are committed to providing a high standard of service to our volunteers, beneficiaries, and stakeholders. We value feedback and view complaints as an opportunity to improve our services and address any issues that may arise.

2. Purpose

The purpose of this policy is to ensure that complaints are handled in a fair, transparent, and timely manner. This policy outlines the process for making a complaint, how complaints will be managed, and the steps we will take to resolve them.

3. Relevant Legislation

This policy is guided by the following legislation and regulations:

Charities Act 2011: Governs the operation and regulation of charities in England and Wales.

Data Protection Act 2018: Ensures the protection of personal data and privacy.

Equality Act 2010: Protects against discrimination and promotes equality.

Fundraising Regulator's Code of Fundraising Practice: Sets standards for fundraising activities.

4. Scope

This policy applies to all volunteers, beneficiaries, trustees, and stakeholders of Wealden Volunteering.

5. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Wealden Volunteering's operations, services, or the behaviour of its staff and volunteers.

6. How to Make a Complaint

Complaints can be made through the following channels,

In Person: Speak directly to a staff member or volunteer coordinator.

By Phone: Call us at 01825 760 019

By Email: Send an email to office@wealdenvolunteering.org.uk

In Writing: Address your complaint to Wealden Volunteering at 79 High Street, Uckfield, East Sussex, TN22 1AS

7. Complaint Handling Process

Acknowledgment: We will acknowledge receipt of your complaint within 14 working days.

Investigation: We will investigate the complaint thoroughly and impartially. This may involve speaking to relevant parties and reviewing any necessary documentation.

Resolution: We aim to resolve complaints within 30 working days. If more time is needed, we will keep you informed of the progress.

Outcome: We will communicate the outcome of the complaint to you in writing, outlining any actions taken or proposed.

8. Confidentiality

All complaints will be handled with the utmost confidentiality. Information will only be shared with those directly involved in the investigation and resolution of the complaint.

9. Appeals

If you are not satisfied with the outcome of your complaint, you may appeal the decision. Appeals should be made in writing to either Judith Austin, Tom Crellin, or Sue Buswell, who will review the case and respond within 30 working days.

To make an appeal the relevant parties can be contacted at:

Judith Austin: ceo@wealdenvolunteering.org.uk

Sue Buswell: clerk@wealdenvolunteering.org.uk

Tom Crellin Chair@wealdenvolunteering.org.uk

10. Monitoring and Review

We will regularly review complaints to identify any trends or areas for improvement. This policy will be reviewed annually to ensure it remains effective and up-to-date.

11. Contact Information

For any questions or further information, please contact us at:

Phone: 01825 760 019

Email: office@wealdenvolunteering.org.uk

Address: 79 High Street, Uckfield, East Sussex, TN22 1AS

CEO: Judith Austin

ceo@wealdenvolunteering.org.uk

Trustee/Volunteer Lead: Sue Buswell

clerk@wealdenvolunteering.org.uk