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<th>NishkamSWAT</th>
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1. Introduction

- The organisation wherever possible will attempt to resolve matters informally in a collaborative approach with those who raise concerns/issues.
- This procedure describes how the organisation will deal with complaints (also referred to as concerns/issues).
- This procedure sets out duties of members of the organisation with regards to the complaints process.
- This procedure outlines how the organisation will improve from learning from complaints.
2. Process

- Complaints can be made by current or former volunteers within 2 months of leaving
- Complaints must be made in writing (letter or email), via telephone or in person within six months of the issue occurring.
- Complaints made in writing must be sent to support@nishkamswat.org or via post to Sira Cash and Carry, FAO NishkamSWAT, Springfield Road, Hayes, UB4 0JT
- Complaints made via telephone to contact 07425 365 365
- In the first instance, the relevant NishkamSWAT Outreach Team Leader will contact the person raising the complaint via telephone or email to acknowledge the complaint within 5 working days
- A telephone or face to face meeting will be offered to discuss the issues/concerns raised with the NishkamSWAT Outreach Team Leader and/or the NishkamSWAT Operational Manager where appropriate
- The NishkamSWAT Outreach Team Leader and Operational Manager will;
  - always be polite and responsive in addressing concerns
  - not be judgemental when concerns and issues are raised
  - not raise expectations by giving undertakings that might not be possible to meet
  - keep a record of discussions held
  - endeavour to keep individuals informed of progress and any actions taken or proposed
- All complaints will be responded to within 25 working days
- If the issues/concerns remain unsolved this will be escalated to the NishkamSWAT Operational Manager

Additional information

If the organisation receives any complaints allegedly causing harm to children, vulnerable adults, the organisation will consider whether this should be dealt with under a separate procedure.
3. Duties

- **Board of Trustees**  
  Duty to ensure there is a procedure in place to manage complaints and this is made available to all. To hold the individuals listed below to account in following this process. To review complaints data on a regular basis to identify areas for learning and improvement.

- **Chief Executive Officer**  
  Overall responsible for the implementation of the procedure and meets obligations relating to the complaint process. Ensures that all complaints are investigated.

- **Operational Manager**  
  Responsible for the day to day management of the complaints procedure. To act as a point of escalation should the Outreach Team Leader be unable to resolve concerns/issues raised.

- **Outreach Team Leader**  
  Responsible for the day to day activities relating to the complaints procedure. This is the first line of contact and if concerns/issues remain unsolved to escalate to the Operational Manager.

- **All Volunteers**  
  To inform Outreach Team Leader of any concerns/issues raised with them.

4. Learning

Complaints data will be shared at the Board every six months to identify themes, trends and areas for improvement or learning.