



Organisation name	NishkamSWAT
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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](mailto: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.