



Together Our Community (TOC)

# General Complaints Procedure

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*Last updated: May 2026*

*Applies to: all staff, volunteers, young adults, and their families*

## Introduction

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Together Our Community (TOC) is committed to equal opportunities, providing a high-quality service to young people, and working in an open and accountable way. We work in partnership with parents, carers, and young adults, and value all feedback — using it to respond, adapt, and improve what we offer.

We aim to get things right first time. If something goes wrong, we encourage anyone to get in touch and we will do our best to put it right. This document sets out the formal process for anyone who remains dissatisfied after initial discussions with the team, or who wishes to make a formal complaint about any aspect of the service.

We have kept the process as straightforward and transparent as possible.

## How to Make a Complaint

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All formal complaints should be directed to a single point of contact: [contact@tocommunity.org.uk](mailto:contact@tocommunity.org.uk)

We ask that complaints are made in writing so that we have a clear record of the concern raised. Please provide as much detail as possible, including any relevant dates or times.

### Stage 1 — Leadership Team

Send your formal complaint in writing to [contact@tocommunity.org.uk](mailto:contact@tocommunity.org.uk). Please include as much detail as possible to allow TOC to investigate fully.

We will aim to acknowledge your complaint within 3 working days of receiving it. Our acknowledgement will set out the estimated timescales for our response. We aim to provide a full reply within 3 weeks, and will keep you updated if we need longer to investigate.

### Stage 2 — Board of Trustees

If you are not satisfied with the response from the TOC leadership team, you may escalate your complaint to the Board of Trustees. Please email [contact@tocommunity.org.uk](mailto:contact@tocommunity.org.uk), marked for the attention of the Board of Trustees. You may attach your original complaint along with any additional points and an explanation of why you remain dissatisfied.

You should expect to receive a full and final reply from the Board of Trustees within 2 weeks.

### Stage 3 — Independent Mediation

If you remain unsatisfied following the Board of Trustees' response, TOC will arrange for an independent mediator to provide a concluding opinion to both TOC and the complainant.

If the independent opinion supports your complaint, TOC will endeavour to implement any recommendations wherever possible, subject to resource considerations. If the opinion supports TOC's position, this would be considered the conclusion of the matter.

## Safeguarding and Data Complaints

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If your complaint relates to a safeguarding concern, please refer to TOC's Safeguarding Policy. If it relates to the use of personal data, please refer to the relevant Privacy Notice. Both are available at [tocommunity.org.uk](http://tocommunity.org.uk).

## Contact

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If you have any questions about this procedure, please email [contact@tocommunity.org.uk](mailto:contact@tocommunity.org.uk).