**Complaints Policy and Procedure**

**Families Need Fathers Both Parents Matter Cymru**

# Our Commitment

We welcome the involvement of all our staff, trustees and volunteers in our charity and we try to ensure that their experience with us is a rewarding one. We try to get things right but occasionally we may fall short of your expectations. We therefore welcome comments on how engaging with us, as a volunteer or staff, can be improved. However, if something is not resolved to your satisfaction you have the right to make a complaint. The procedure for making comments and making complaints is set out below.

Your comment/complaint will be:-

* dealt with as quickly as possible,
* handled fairly and politely, and,
* investigated fully.

# How staff or trustees can comment/complain

Comments or complaints by staff should be addressed initially to their line manager, or, if the complaint involves the line manager with any other member of the management team. The management team representative in receipt of the comment/complaint shall (i) attempt to resolve the matter informally initially, (ii) ask for a formal comment/complaint in writing if this is not successful, and escalate the issue to the next management meeting for discussion on course of action, (iii) if that also fails, proceed to Stage 3 outlined below.

# How volunteers can comment/complain

Volunteers can comment or complain: by letter, by phone, in person, by email, or by text.

# Complaints Procedure for Volunteers

Our complaints procedurehas three stages:-

**Stage 1: First Informal Complaint**

You should, in the first instance, make your concerns known to the Volunteer Coordinator. S/he will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint.

**Stage 2: Formal Complaint**

If you wish to proceed further, you will need to put your complaint in writing addressed to the Volunteer Coordinator. At the Volunteer Coordinator’s discretion they may escalate the matter to the management team, or deal with it themselves. Your complaint will be acknowledged in writing or by phone within one week. We will aim to resolve the complaint within two weeks. If this target cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding. If the complaint involves the Volunteer Coordinator, you may address it directly to the National Manager.

**Stage 3: My Complaint has been Investigated but I am Still Not Satisfied**

At this stage the complaint will be escalated to the Chair of Trustees in conjunction with a member of the management committee of his/her choosing. They will carry out an investigation and make a preliminary finding within 28 working days. Their finding will be presented to the management committee at their next meeting who will debate and agree what action and/or response is required. The outcome of that decision will be final.