



Complaints Policy

The Block Armed Forces Foundation

Registered Charity No: **1205854**

241–243 Walton Road, Liverpool, L4 4AR

Last reviewed: October 2026

1. Purpose of This Policy

The Block Armed Forces Foundation is committed to providing high-quality support and services to members of the Armed Forces community, including veterans and their families. We take complaints seriously and see them as an opportunity to learn, improve, and maintain trust.

This policy explains how individuals can raise concerns or complaints and how we will handle them.

2. Who This Policy Applies To

This policy applies to complaints from:

- Beneficiaries / service users
- Family members or representatives
- Donors and supporters
- Volunteers and partners
- Members of the public
- Other organisations

It covers complaints about:

- Our services or support
- Staff, volunteers, or trustees
- Fundraising activities
- Communication or behaviour
- How we handle personal information
- Any aspect of our work

This policy does **not** replace:

- Safeguarding procedures
- Whistleblowing procedures (for staff/volunteers)
- HR grievance procedures

Where appropriate, complaints may be managed under those processes.

3. What Is a Complaint?

A complaint is any expression of dissatisfaction, whether justified or not, about the charity's actions, decisions, services, or lack of action.

4. How to Make a Complaint

Complaints can be made in writing, by email, by phone, or in person.

Contact details:

The Block Armed Forces Foundation
241–243 Walton Road
Liverpool
L4 4AR

Email: hq@theblockarmedforcessupport.org.uk

Phone: 0151 2814837

Please include:

- Your name and contact details
- What the complaint is about
- Dates and times (if relevant)
- What outcome you are seeking

Support will be offered to anyone who needs help making a complaint (e.g., due to literacy, disability, or vulnerability).

5. Anonymous Complaints

We will consider anonymous complaints, but it may be harder to investigate fully without contact details.

6. Our Complaints Process

Stage 1 – Informal Resolution

Where possible, we aim to resolve concerns quickly and informally.

- The complaint should be raised with a member of staff or volunteer involved, or their manager.
- We will acknowledge the complaint within **5 working days**.
- We aim to resolve the issue within **10 working days**.

Stage 2 – Formal Complaint

If the issue is not resolved informally, or is serious, it can be escalated to a formal complaint.

- Complaints should be made in writing (email or letter) where possible.

- The complaint will be reviewed by a senior staff member or trustee not directly involved.
- We will acknowledge receipt within **5 working days**.
- An investigation will take place, which may include reviewing records and speaking with those involved.
- A written response will normally be provided within **20 working days**.

If more time is needed, we will explain why and give an updated timescale.

Stage 3 – Review by Trustees

If the complainant remains dissatisfied:

- They may request a review by the Board of Trustees.
- This request should be made within **14 days** of receiving the Stage 2 response.
- A trustee panel (not previously involved) will review the complaint and the investigation process.
- A final written decision will normally be issued within **20 working days**.

This is the final stage of the charity's internal process.

7. Serious Complaints

Complaints involving:

- Safeguarding concerns
- Allegations of abuse or misconduct
- Fraud or financial wrongdoing
- Criminal behaviour

Will be handled urgently and may be referred to:

- The police
- Local safeguarding authorities
- The Charity Commission
- Other relevant regulators

8. Complaints About Fundraising

If your complaint relates to fundraising and you are not satisfied with our response, you may contact the **Fundraising Regulator**.

9. Complaints About Data Protection

If your complaint relates to how we handle personal data and you are not satisfied with our response, you may contact the **Information Commissioner's Office (ICO)**: www.ico.org.uk | 0303 123 1113

10. Confidentiality

Complaints will be handled sensitively and confidentially. Information will only be shared with those who need to know in order to investigate and resolve the issue.

11. Learning from Complaints

We will:

- Keep a record of complaints
- Identify patterns or recurring issues
- Use feedback to improve our services, policies, and training

12. Vexatious or Abusive Complaints

We will treat all complainants with respect and expect the same in return. We may limit contact if behaviour is abusive, threatening, or unreasonably persistent.

13. Review of This Policy

This policy will be reviewed regularly by the trustees and updated as required.

Review date: October 2026