



Complaints Procedure

Purpose

This document set out the process by which The Women's Liberation Collective (TWLC) will deal with any complaints received from external stakeholders, in an efficient and effective manner.

Introduction

TWLC is committed to providing high quality training provision to increase support provision for women who have been subjected to male violence. TWLC's relationships are founded on trust, co-operation, good communication and valuing the safety of women and their families. Sometimes things may go wrong resulting in a complaint.

Procedure for Making a Complaint

Stage One

It is expected that any matter of concern can be identified and discussed informally at an early opportunity enabling matters to be resolved without any difficulty. Stage One of the complaints process is for the complainant to contact the relevant staff member or volunteer by letter or phone below. Your complaint will be acknowledged within 2 working days and a formal response should be received within 10 working days. Any matter that cannot be resolved at this stage should be addressed at Stage Two.

By letter: TWLC 4 Belvedere Road, Sunderland, SR2 7BT	By phone: 07928 031580
CEO by email: natalie@ownmylifecourse.org	Chair of Trustees: Via lizathompson@hotmail.co.uk Mark for the attention of Chair of Trustees

Stage Two

If the complainant is not happy with the response that they received during stage one, then they should refer it to the CEO using one of the means above.



On receipt of the complaint the CEO will acknowledge the complaint within two working days. The CEO will consult both parties and will respond formally to the complaint within 20 working days. The TWLC Board of Trustees will also be notified of the complaint.

If the matter requires extensive investigation, notice will be given to extend the time scale for response.

If the matter concerns Board members, a third party will be asked to conduct the investigation.

Should the complainant wish to make a complaint about the CEO, they should move from Stage One straight to Stage Three if they are unhappy with the response received at Stage One.

Stage Three

If the complainant is not satisfied with the response received within Stage Two they will be informed of their right to respond and request a further investigation into their complaint by the TWLC Board of Trustees. The further request must be made in writing and within a period of ten working days from the formal response at Stage Two (or Stage One if regarding the CEO).

On receipt of a further request for a formal investigation to the Board Trustees, an initial acknowledgement should be received within two working days.

The Trustees will contact both parties and an investigation will be made. The Board of Trustees will then meet to discuss the matter of the complaint in detail and agree a response. The response will be made within 20 working days of receiving a request for investigation.