



Complaints Policy

1. Purpose

The Women's Liberation Collective (hereafter referred to as "the Charity") has set out this process to show how it will deal with any complaints received from external stakeholders or connected parties, in an efficient and effective manner.

2. Introduction

We are committed to ensuring that every woman who accesses the Own My Life course has a life-changing, positive experience, which aligns with our core values and principles. To ensure this, we have developed our [Expectations of Sisterhood](#) which encompass how facilitators and their organisation(s) engage with our CDP-accredited training and includes their ongoing commitment to delivering the course well. We understand that sometimes things go wrong, and so this document is to explain how to complain to Own My Life.

3. Procedure for Making a Complaint

3.1 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 requires the complainant to contact Own My Life in writing, either by email, using our website or by post. Your complaint will be allocated to a complaint handler who will acknowledge the complaint within 2 working days and send you a copy of this policy. The complaint handler will lead on all the communication, determine the required investigation and a formal response should be received within 10 working days.

Complaint by email:	Complaint via website:	Complaint by post:
info@ownmylifecourse.org	Contact Us	The Women's Liberation Collective 19 Stanfield Business Centre Sunderland SR2 8SZ

3.2 Stage Two

If the complainant is not satisfied with the response that they received during Stage One, then they should refer it to the CEO using one of the means below:



<p>Complaint by email:</p> <p>Natalie Collins, CEO</p> <p>natalie@ownmylifecourse.org</p>	<p>Complaint by post:</p> <p>Natalie Collins</p> <p>The Women's Liberation Collective, 19 Stanfield Business Centre, Sunderland, SR2 8SZ</p>
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On receipt of the complaint the CEO will acknowledge the complaint within 2 working days and send the complainant a copy of this policy if they have not received one at Stage One. The CEO will consult all relevant parties, notify the Chair of Trustees of the complaint and will respond formally to the complainant within 20 working days. The CEO may allocate the complaint to a complaint handler. In such cases, the investigation and any relevant communication will be led by the complaint handler.

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

If the complaint concerns a Board member/s, an external third party will be recruited to conduct the investigation. Complainants will be notified of this and be able to communicate directly with the external investigator who will provide notice to extend the timescale for response.

Some complaints may be escalated to Stage Two immediately if they concern issues related to: A core member of the Own My Life team, such as the CEO, Development Lead or Finance Administrator; Safeguarding Children or Vulnerable Adults (available [HERE](#)); Discrimination; or Breaches of Professional Standards - which in the case of Own My Life, includes any breach of the [Expectations of Sisterhood](#). These complaints should be addressed to the Chair of Trustees. The contact details for the Chair of Trustees is provided in Stage Three, below.

3.3 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 Own My Life Board of Trustees. This 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 an internal member of the Own My Life team).

<p>Complaint by email:</p> <p>Sarah Learmonth, Chair of Trustees</p> <p>sarahlearmonth66@gmail.com</p>	<p>Complaint by post:</p> <p>Sarah Learmonth</p> <p>The Women's Liberation Collective, 19 Stanfield Business Centre, Sunderland, SR2 8SZ</p>
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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 all relevant parties and undertake an investigation. 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 formal investigation. At this point the matter will be considered closed.

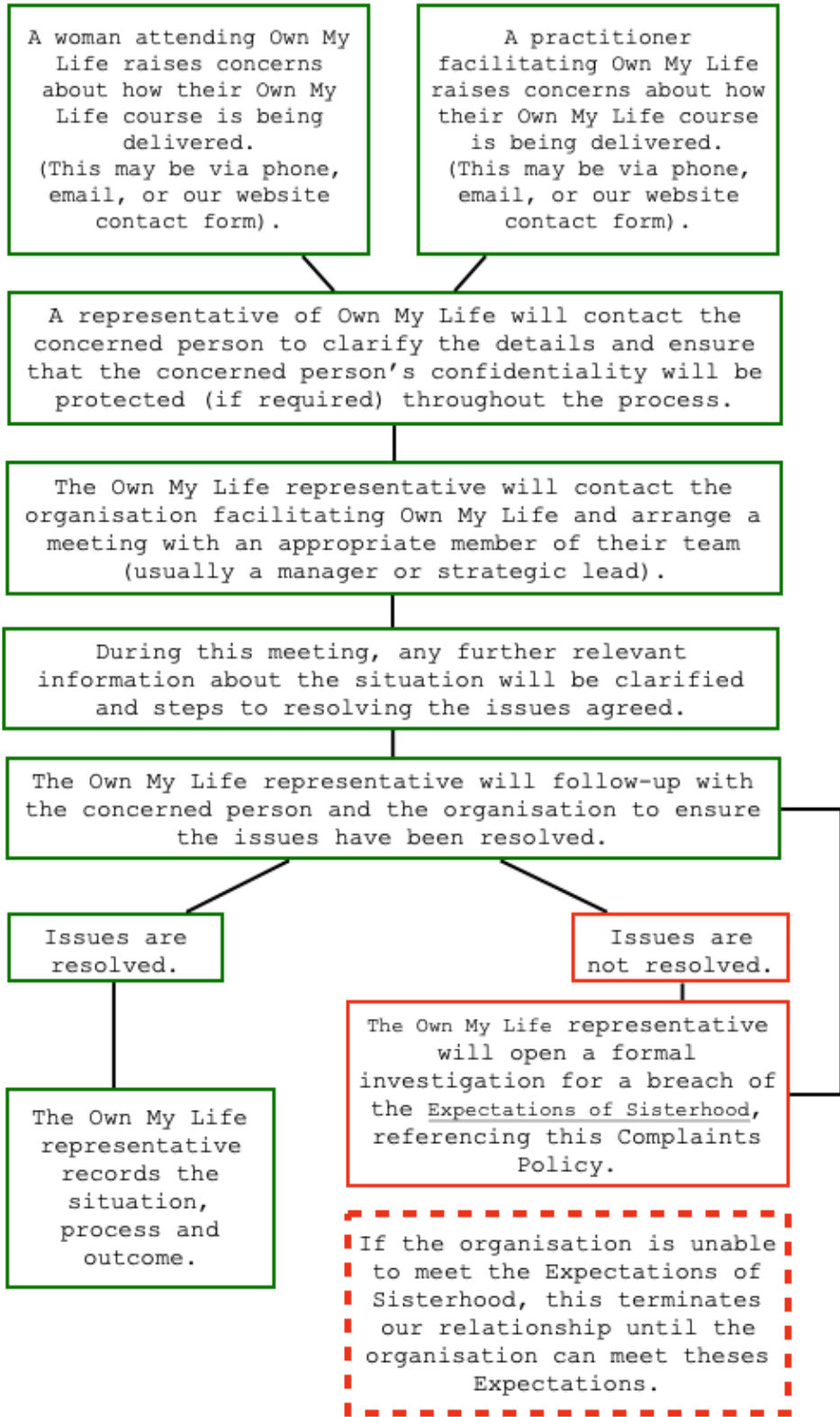
4. Expectations of Sisterhood

In 2022, we developed our Expectations of Sisterhood which can be read [HERE](#).

Our Expectations set out the mutual relationship between Own My Life and organisations who run Own My Life courses for women. The Expectations are relevant to:

- Organisations that run the Own My Life course.
- Individuals who attend our training.
- Individuals who go on to facilitate the Own My Life course with women.
- Women who attend the Own My Life course.

If women accessing the Own My Life course and/or practitioners facilitating the Own My Life course are concerned that the course is being run in a way that may breach the Expectations of Sisterhood, they are invited to contact Own My Life to ensure their concerns are properly investigated. The process for this is shown in the flowchart below:





Date reviewed: December 2024

Next review due: December 2026

