

 Watford Women's Centre	Policy Title	Complaints Policy and Procedure
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Introduction

Watford Women's Centre takes great pride in the standard of the service that we provide. On occasions in addition to or as an alternative to providing feedback there is a process to make a complaint if it is appropriate.

Purpose of this policy

To set out the process for responding to complaints raised by any interested party in a timely manner.

Confidentiality

All complaint information will be handled sensitively and in accordance with data protection legislations.

The Complaints Process

1. The complaint needs to be made within 7 calendar days in writing by completion of the [Complaint Form](#).
2. The complaint will be recorded in the Complaint Log
3. Upon receipt of the completed complaint form, a written acknowledgment will be sent within 5 working days with the details of the team member who will be dealing with the complaint.
4. The standard response time shall be 4 weeks from the date of the receipt of the complaint. However, if the resolution takes longer, then an update will be sent within the set period with appropriate details.

Upon the complaint being investigated a written response will be communicated within the standard time set out above setting out either:

- a. It not being upheld and why
- or
- b. if the complaint has been upheld what action(s) has been taken and note of any learning point(s).

If the complainant disagrees with the findings, then they may write to the CEO within 7 calendar days, setting out their reasons then the CEO will respond within 5 working days.

In certain circumstances the board of trustees may need to investigate the complaint and if so then complainant will be informed in writing with any revised response time.

Variation of the complaints process

The board may vary the procedure in the interest of transparency and fairness and/or to avoid any conflict of interest. Where this is done, it should be recorded/documented, and all parties informed.

At the conclusion of the complaint process the outcome will be recorded on the Complaint Log with details of lessons learnt.

This process/ policy does not apply in the following circumstances:

- a) Where the complaint is an internal matter between staff.
- b) If a complaint is made against a member of senior staff/Service Lead, then the complaint should be marked for the attention of the CEO.
- c) If a complaint is made against the CEO, then the complaint should be marked for the attention of the board of trustees.
- d) Guidance can be found on the Charity Commission website in relation to raising concerns about a trustee or board of trustees.

