



COMPLAINTS POLICY AND PROCEDURE

This document defines the term and sets out the principles, practices, and procedures which KORI will follow in the event of a complaint.

Aims and Principals

KORI values its service users; without their support we would not be able to support and provide for young people.

We acknowledge that there may be times when we do not meet our own high standards. When this happens, we want to hear about it, deal with the situation as quickly as possible, and put measures in place to stop it from happening again.

This policy and procedure provide staff with guidelines for processing complaints from service users and volunteers.

This policy outlines the procedure for complaints from outside of KORI. Employee complaints should go through the appropriate internal channels, such as supervisors or staff meetings.

We define a complaint as “an expression of dissatisfaction, however made about actions taken or a lack of action by KORI, or someone acting on behalf of KORI.”

Avenues of Expressing a Complaint

This document provides a complaint form, which may be used to document your concerns. While anonymity is allowed, we can keep complainants updated, address their complaints, and reach resolutions when the form is filled out.

To ensure all KORI staff/volunteers are held up to KORI’s standards, there are multiple points of reporting:

- Sagan Daniels, CEO
 - sagan@kori.org.uk
- Natalie Mitchell, KORI Chair
 - natalie@kori.org.uk

Further guidance can be found in KORI's Whistleblowing Policy.

Anonymous Allegations

You are encouraged, but not required, to put your name to an allegation whenever possible. This allows KORI to better protect your position and/or give feedback. However, anonymous allegations *will* be respected and investigated.

What Happens Next

1. The CEO is to be made aware of the complaint.
 - a. If the case arises where the complaint is made about the CEO, then it is to be brought to the attention of KORI's Chair.
2. The complainant should be assured that they will receive an acknowledgement of their complaint within five working days of receipt of their complaint.
 - a. The complainant should be made aware that KORI will aim to respond to their complaint within ten working days; however, complex issues may take slightly longer. If this is the case, we will let the complainant know.
3. There may be times when we are not able to respond to complaints made. The following list outlines these incidences:
 - a. Complaints that do not relate directly to work that KORI has done or that we are not able to comment on.
 - b. When someone unreasonably pursues a complaint, we have already responded to it. We may choose not to reply again, but we will always inform the complainant of our decision to do this.
 - c. When a complainant is obviously abusive, prejudiced, or in an offensive manner.
 - d. When a complainant is harassing a staff member.
 - e. When a complaint is incoherent or illegible.
 - f. When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email scheme. In this instance, we can choose whether it is necessary to reply or not.
 - g. KORI cannot respond to complaints made anonymously; however, we will investigate the complaint and use the information to improve in any way that we can.

Legal Framework & Guidance

This Complaints Policy considers relevant legal requirements, regulations and guidance, including:

- The Children Acts 1989 and 2004;
- Protection of Children (Scotland) Act 2003, the Children (Northern Ireland) Order 1995 and other legislation relating to children in Scotland, Wales, Northern Ireland and the Channel Islands.
- Working Together to Safeguard Children 2015; PUBLIC The electronic version of this policy will always supersede any printed version: Policy effective from 12 July 2022 Author: Brett Terry, People Director
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- Statutory guidance relevant to the NSPCC issued by the NSPCC's regulators including the Charity Commission.
- Data Protection Act 2018
- Charities (Protection and Social Investments) Act 2016.

Taking your complaint outside of KORI if you remain dissatisfied with the response you have received, you are entitled to take your concerns to any relevant statutory body, including but not limited to:

- The Charity Commission (England & Wales) <https://www.gov.uk/complain-about-charity>
- The Information Commissioner's Office www.ico.org.uk

Confidentiality

All concerns will be treated in confidence, and every effort will be made not to reveal your identity. If disciplinary or other proceedings follow the investigation, it may not be possible to act because of your disclosure without your help, so you may be asked to come forward as a witness.

COMPLAINT FORM

Name of complainant: _____

Date: _____

Name of service user that expressed initial complaint (if different from above): _____

Name of staff member that received information (if applicable): _____

In the box below, please provide details of the complaint:

Contact number of complainant: _____

Contact email of complainant: _____

I confirm that the information provided is accurate and made in good faith:

Name: _____

Signature: _____